



Amendment No. 7
to
Agreement No. 9100 NG150000041
for
Social Services
between
THE SAFE ALLIANCE
DBA
SAFE
and the
CITY OF AUSTIN
(Victim Services & Bridge to Safety)

- 1.0 The City of Austin and the Grantee hereby agree to the Agreement revisions listed below.
- 2.0 The total amount for this Amendment to the Agreement is **One Hundred Thirty Thousand dollars (\$130,000)**. The total Agreement amount is recapped below:

Term	Agreement Change Amount	Total Agreement Amount
Basic Term: (Sept. 1, 2015 – Sept. 30, 2018)	n/a	\$ 2,166,000
Amendment No. 1: Add funds to Agreement and modify Exhibits	\$ 129,960	\$ 2,295,960
Amendment No. 2: Change to Vendor Name	\$ 0	\$ 2,295,960
Amendment No. 3: Add funds to Agreement and modify Exhibits	\$ 35,204	\$ 2,331,164
Amendment No. 4: Add funds to Agreement and modify Exhibits	\$ 19,573	\$ 2,350,737
Amendment No. 5: Exercise Extension Option #1 (Oct. 1, 2018 – Sept. 30, 2019)	\$ 802,495	\$ 3,153,232
Amendment No. 6: Exercise Extension Option #2 (Oct. 1, 2019 – Sept. 30, 2020 and Add Funds to Agreement	\$ 932,495	\$ 4,085,727
Amendment No. 7: Add funds to Agreement and modify Exhibits	\$ 130,000	\$ 4,215,727

- 3.0 The following changes have been made to the original Agreement EXHIBITS:

Exhibit A.1 -- Program Work Statement is deleted in its entirety and replaced with a new **Exhibit A.1 -- Program Work Statement**. [Revised 1/16/2020]

Exhibit A.2 -- Program Performance Measures is deleted in its entirety and replaced with a new **Exhibit A.2 -- Program Performance Measures**. [Revised 1/13/2020]

Exhibit B.1 -- Program Budget and Narrative is deleted in its entirety and replaced with a new **Exhibit B.1 -- Program Budget and Narrative**. [Revised 1/15/2020]

4.0 The following Terms and Conditions have been MODIFIED:

4.1.2.3 For the Program Period of 10/1/2019 through 9/30/2020, the payment from the City to the Grantee shall not exceed \$1,023,211 (*One Million Twenty Three Thousand Two Hundred Eleven dollars*).

5.0 MBE/WBE goals were not established for this Agreement.

6.0 Based on the criteria in the City of Austin Living Wage Resolution #020509-91, the Living Wage requirement does not apply to this Agreement.

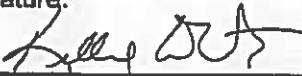
7.0 By signing this Amendment, the Grantee certifies that the Grantee and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the Exclusion records found at SAM.gov, the State of Texas, or the City of Austin.

8.0 All other Agreement terms and conditions remain the same.

BY THE SIGNATURES affixed below, this Amendment is hereby incorporated into and made a part of the above-referenced Agreement.

GRANTEE

Signature:



THE SAFE ALLIANCE DBA SAFE
Kelly White, Chief Executive Officer
P.O. Box 19454
Austin, TX 78757

Date: 1/23/2020

CITY OF AUSTIN

Signature:



City of Austin
Purchasing Office
PO Box 1088
Austin, TX 78767

Date: 2-19-2020

Program Work Statement

Contract Term: 09/01/2015 - 09/30/2020

Program Period: 10/01/2019 - 09/30/2020

Program Goals and Objectives

Number of Shelter Beds: 105

SAFE's mission is to Stop Abuse For Everyone. The goals of the program are to provide safety and healing services to people in Austin and Travis County who have experienced rape, sexual abuse and/or domestic violence. The objectives are to: meet victims' immediate needs for safety; help them heal from the trauma they have experienced; and support their efforts to build healthy, self-sufficient lives free of violence.

Program Clients Served

SAFE serves women, children and men who have experienced rape, domestic or sexual violence, child abuse and human trafficking and exploitation. Clients served are any age and are primarily from the City of Austin and Travis County. Clients include members of traditionally-underserved populations, among which are low-income persons, people with disabilities, persons who have been homeless, and people of color. Priority for emergency shelter is given to people who are at higher levels of danger as staff assess safety and risk. Counseling services prioritizes those seeking individual and family counseling based on level of danger (high level of lethality), trauma symptoms that impact work, school or care for children, and recent sexual assault/abuse survivors who are children/youth. Most individuals are given the option of immediately joining a support group.

Given that the population served through this project is victims of violence, clients are not subject to the City of Austin residency or income requirements. Proof of identity is not a requirement of services due to safety reasons. If a client record is subpoenaed and an abuser obtains access to client identifying information, this which could put clients in further danger.

Program Services and Delivery

SAFE provides comprehensive services to address the safety, economic, emotional, physical and other basic needs of domestic/sexual violence survivors. Our successes with the target population include providing services addressing safety, healing, and violence prevention.

Emergency Shelter – The Kelly White Family Shelter (Family Shelter)

A woman, man or family in need of emergency shelter to escape domestic violence, trafficking or sexual assault may request admission into the Kelly White Family Shelter. Priority to enter shelter is based on a lethality assessment. The Family Shelter accommodates up to 25 families (adult domestic violence survivors with their children) and ten adults unaccompanied by children at a time, with a total capacity of approximately 105 people. We typically provide shelter to men in local motels, although there have been circumstances where we have provided emergency shelter to men and their children in the Family Shelter.

At the shelter, we conduct safety planning with residents, and provide for their basic needs, including food, clothing, personal care and household items. We also offer counseling, case management and advocacy. Specially-designed services for youth living in shelter (described below) are provided. Services offered to Family Shelter residents are also available to men who may be sheltered onsite or sheltered offsite in motels.

An individual or family entering shelter first meets with a SAFE Resident Advisor for intake, orientation, and assessment of immediate basic needs for which we can provide. Within a few days of arrival,

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SAFE staff will help the resident prepare a safety plan for the immediate future, including scenarios involving the client staying or leaving the shelter.

Each adult shelter resident who chooses to receive case management services will work with a SAFE Case Manager (Survivor Support Specialist) to identify and access resources to help them leave shelter to a safe situation. These resources may include housing, legal, employment, transportation, medical and educational services, financial assistance, and referrals. Support for children's medical, educational and related needs is also provided. Case Managers help clients develop and implement a plan for successfully taking the next step in their lives toward building self-sufficiency.

Individual and group counseling is available to help clients in shelter begin to cope with and heal from the abuse and trauma they have experienced. Health care resources and services are also available, via a collaboration with local health care providers.

At any time, there may be 50 or more children and teens living in the Family Shelter. SAFE offers therapeutic, educational and recreational programming for youth. We provide a licensed, on-site child care center and a K-12 charter school. After school and in the evenings, SAFE also provides structured and creative activities, support groups, and educational enrichment services. All of these services are designed to help youth build communication, relationship and other key skills, enhance self-esteem, and learn and have fun with caring adults who serve as mentors.

Counseling for adult and child victims of sexual assault, domestic violence or trafficking

For victims of domestic violence, trafficking or sexual assault, including adults who were sexually abused as children, SAFE offers therapeutic counseling services at our Resource Center facility. Services are confidential and free of charge, and include: individual, group and family counseling; play therapy; trauma symptom management; assessment and referral for psychiatric services; safety planning; and crisis intervention. Phone counseling is also available for abuse survivors who are unable to leave their homes to come to SAFE. Program staff are master's degree-level counselors experienced in working with people hurt by violence and trauma, and include individuals fluent in Spanish and American Sign Language. Many have advanced licensure and/or specialized training in evidence based trauma treatment modalities such as Somatic Experiencing (SE), Eye Movement Desensitization Reprocessing (EMDR), and Trauma Focused Cognitive Behavioral Therapy.

To request counseling services, people call SAFE's 24-hour hotline. We offer walk-in intakes on Wednesdays, where people can come to SAFE without an appointment and meet individually with a counselor for intake, safety planning, and information and referral. We also offer scheduled intakes on other days. People who seek phone counseling services complete an intake via telephone. We receive referrals from external agencies and staff of other SAFE programs as well as friends, family members, attorneys, faith communities, hospitals, schools, and law enforcement. During the intake, an assessment of client needs is completed to better connect the survivor with appropriate services. Information is given on SAFE services, client rights, the dynamics of domestic violence and sexual assault, and community resources.

SAFE offers 15-20 crisis stabilization sessions per week for survivors who need immediate safety planning or assistance with trauma symptom management. We also offer from 10 to 27 counseling groups per week. This currently includes specialty groups, such as: a male survivor group, a parenting group in Spanish, domestic and sexual violence support groups; foundations of healing; next step (moving beyond trauma), children's groups and teen groups. We also offer an offsite Seeking Safety group for domestic/sexual violence survivors with substance abuse issues and an offsite group for incarcerated survivors. Closed groups for 5-7 participants are also offered and held for 10 weeks. In these groups, clients can work on individual goals, while receiving support from group members. This

Program Work Statement

provides a healing experience that helps move clients out of isolation and shame that often results from abuse and trauma.

Counseling helps abuse survivors heal by rebuilding a sense of security, confidence, safety and personal power, which may have been eroded or lost as a result of abuse. Counseling helps survivors increase their level of functioning and build self-sufficiency by understanding the effects of abuse, learning ways to manage the impacts of trauma, and not blaming themselves for the violence. Since so much of the abuse has occurred within trusted relationships, counseling focuses on rebuilding trust and learning skills so that survivors can develop safe, healthy relationships.

System for Collecting and Reporting Program Data

SAFE uses a comprehensive database (Apricot) to track, maintain and analyze data on services provided. Direct service staff enter data into Apricot on a daily basis. Upon intake, direct service staff enter client demographic and service data (type/length of services, enter/exit date, case notes, etc.) into Apricot. SAFE tracks demographic information, such as race/ethnicity, city, zip code and age, among other data, through a service registration form at intake.

SAFE uses shelter client exit surveys to collect information on households that move to a safe location without the abuser (households that transition from homelessness to housing). Our Shelter and Counseling Services programs also employ anonymous client surveys to collect data on outcomes such as increased sense of safety, increased awareness of resources and/or increased ability to manage the effects of trauma. Through Apricot, we run program data reports regularly for agency staff, funders, and our Board of Directors.

As mandated by the federal Violence Against Women Act (VAWA) and HUD guidance, victim service providers cannot enter data directly into HMIS, and must use a comparable internal database. SAFE thus does not participate in HMIS, and uses a comparable internal database that collects client-level data over time and generates unduplicated aggregate reports based on this data.

Performance Evaluation

Data on agency clients and services is tracked and maintained in SAFE's comprehensive database, through which reports are regularly generated for agency administrators, Program Directors, funders, and our Board of Directors. Performance related to program output measures is reviewed by Program Directors at least quarterly. Outcomes are measured in several ways: a) clients exiting shelter are asked to complete an exit survey, which asks them to identify where they are going and if that location includes their abusive partner, among other questions; and, b) adult counseling clients are asked to fill out anonymous surveys after completing three or more counseling sessions.

Quality Improvement

SAFE works to ensure the continual improvement of the quality of our services through using evaluative measures in program and strategic planning. SAFE is committed to program evaluation and continual improvement of client service quality. Supervisors review client files and discuss caseloads regularly with staff. Written process recordings and direct observation by supervisors are used for training purposes. Directors/managers also use reports from our database to identify problems, trends and make decisions for service delivery enhancements. Monthly, SAFE staff report on governmental grant performance to the Board of Director's Program Committee so that Board members can monitor progress toward achieving target performance measures.

In addition, SAFE has a client grievance procedure to ensure accountability for the quality of services offered to clients, and provides clients with a clear and equitable avenue for making complaints. Clients

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are given information about the client grievance process during the first appointment. Clients who have questions/complaints about SAFE policies, procedures, or operations are encouraged to discuss these with their primary staff contact. If a satisfactory explanation/resolution is not reached, the client can discuss the matter with the appropriate Director, who may confer with a Senior Director and/or Vice President. If a satisfactory explanation or resolution is not reached, the client/person may submit a written grievance to the agency's Vice President and/or co-CEOs. A Vice President or co-CEO will ensure appropriate review of the information and return a decision within 3 working days of when the Vice President or co-CEO received the grievance. If the client/person is not satisfied, they can ask that the written grievance be reviewed by a committee or individual appointed by the Chair of the SAFE Board of Directors. A member of the committee or individual appointed by the Board Chair will respond with a decision within 5 business days of the board member receiving the grievance. This decision will be final and binding. SAFE also staff expertise and experience to improve service quality via regularly-held meetings of program staff. At these meetings, program delivery challenges, programming needs, and other issues affecting clients and services are addressed. Further, we distribute client satisfaction surveys on an ongoing basis and use this information to make agency improvements. We also conduct focus groups with clients for specific program development needs.

Service Coordination with Other Agencies

When our Family Shelter is full, we coordinate accommodations for emergency shelter with shelters in surrounding counties. The Salvation Army and other local agencies offer shelter to homeless persons, and there are other organizations that offer mental health counseling.

Service coordination occurs in many ways. Through a collaboration with People's Community Clinic, Austin Travis County Integral Care and Planned Parenthood, SAFE clients receive medical, psychiatric and well-woman care and health education. SAFE collaborates with Communities in Schools and LifeWorks (lead agency) in the Shared Psychiatric Project, which offers contracted psychiatric services, clinical care management and psychotropic medications at SAFE and LifeWorks. Our agency coordinates with local hospitals and Sexual Assault Nurse Examiners to serve rape survivors at local emergency rooms. Also, there are SAFE staff co-located at places where people typically seek assistance (i.e., the Travis County District Attorney's Office and the Travis County Attorney's Office). In these circumstances, we are able to train those organizations' staff on recognizing and responding appropriately to abuse survivors.

SAFE receives referrals from local law enforcement, health care professionals, school personnel and other social service providers, some of which are received via the 2-1-1 Texas helpline. Through our SAFEline (hotline) and case management services, SAFE provides individuals with referrals to community organizations to obtain assistance with legal, substance abuse, and other matters.

SAFE is involved in multiple community collaborations that involve shared decision-making and shared resources. The list of such formal collaborative agreements is long and diverse; below please find a few examples of our current partnerships:

Best Single Source (BSS) Plus project: This collaborative financial assistance project (led by Caritas of Austin and involving multiple local agencies) helps people find the agency that is best suited to address their rapid rehousing and other key needs (shelter, food, utility assistance, transportation, child care, education, legal, and medical needs) in order to prevent homelessness. SAFE is a founding partner of BSS.

PASSAGES: This multi-agency collaborative program offers case management and financial assistance to families at risk of homelessness to help enhance their self-sufficiency. SAFE provides services to survivors of violence, assisting clients in their efforts to end economic dependence on their batterers and to build safe and stable lives.

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Sexual Assault Response and Resources Team (SARRT), Interagency Sexual Assault Team (ISAT) and the Family Violence Protection Team (FVPT): The SARRT, ISAT and FVPT include various law enforcement, victim services, criminal justice, health care and/or other partner agencies, including SAFE. These agencies provide services and give and receive referrals to best meet the needs of sexual violence victims and family violence victims, respectively, in Austin and Travis County. Central purposes of the SARRT, ISAT and FVPT include: ongoing coordination of services and referrals among partner agencies to ensure a skillful and compassionate response to victims, advocacy for effective responsive to victims, and effective investigation and prosecution of offenders.

SAFE and Child Protective Services (CPS): SAFE and CPS have a formal relationship through a Memorandum of Understanding (MOU) that outlines practices of each agency in child abuse cases. SAFE works with CPS investigators when cases involve family violence and child abuse, and provides direct services to families. While domestic/sexual violence agencies across Texas work with CPS, few (if any) have collaborations akin to that of SAFE and CPS.

SAFE and Goodwill Industries of Central Texas: Goodwill's Employment Specialist staff provide job readiness, placement and retention services at SAFE to our clients. Goodwill also provides vouchers for use by SAFE clients at its stores.

Service Collaboration with Subgrantees

There are no collaborations funded by this project.

Community Planning Activities

SAFE participates in many planning activities with public and private agencies (e.g., law enforcement, prosecutors, victim service providers, etc.). SAFE is a member of the Family Violence Protection Team, Interagency Sexual Assault Team and the Sexual Assault Response and Resources Team, which involve law enforcement, healthcare, legal, social service and/or other agencies. These teams help ensure effective service planning, coordination, investigation and/or prosecution of offenders. SAFE is also a member of the Continuum of Care (CoC), a community-wide commitment to ending homelessness, optimizing self-sufficiency and supporting nonprofits and State and local governments to quickly rehouse families while minimizing the trauma and dislocation caused by it.

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Program Period: 10/01/2019 - 09/30/2020

Program Goals and Objectives

SAFE's mission is to Stop Abuse For Everyone. The goals of the Bridge to Safety program, operated under the agency's SAFEline (crisis hotline, text and chat), are to prevent future victimization of survivors of sexual and domestic violence, human trafficking and exploitation and/or child abuse, and mitigate the need for emergency shelter and/or law enforcement involvement. The objective is for SAFEline Crisis Advocates to offer one time, brief advocacy and/or financial assistance to increase immediate safety.

Program Clients Served

SAFEline serves women, youth and men who have experienced rape, domestic or sexual violence, child abuse and human trafficking and exploitation. Clients served are any age and are primarily from the City of Austin and Travis County. Clients include members of traditionally-underserved populations, among which are low-income persons, people with disabilities, persons who are, have been or are at risk of homelessness, people of color, and members of the LGBTQIA community. Clients to be served are those in immediate danger from their abusers/perpetrators/traffickers or who have escaped an abusive partner in the past 6 months and coping with the after effects of abuse (homelessness, safety, financial stability, etc.), and whose safety needs can be addressed with one-time financial assistance, preventing further victimization. Many clients will be able to use one-time financial assistance to address safety needs related to victimization, but some clients will ultimately also require emergency shelter, intensive case management and extensive financial assistance, provided by other SAFE programs and/or other social service agencies.

Given that the population served through this project is victims of violence, clients are not subject to the City of Austin residency or income requirements. Proof of identity is not a requirement of services due to safety reasons. If a client record is subpoenaed and an abuser obtains access to client identifying information, this which could put clients in further danger.

Program Services and Delivery

SAFEline has a staff of 17 full and part time employees (as well as 8 PRN staff) who provide crisis intervention, safety planning, information and referral and education via telephone, chat and text 24/7 to address the safety, economic, emotional, physical and other basic needs of survivors. SAFEline staff screen for emergency shelter eligibility, arrange safe transport, and facilitate the emergency shelter intake process. SAFEline staff also conduct lethality assessments to identify highest and urgent safety needs for survivors. The program also supports recent sexual assault survivors to determine if they would like to receive medical or forensic exams or connecting recently recovered victims of trafficking with on-call advocates who can meet them in person immediately to address their needs. Our various platforms offer survivors the flexibility and choice of speaking to an advocate by phone, or communicating electronically via chat or text services. SAFEline has several staff fully bilingual in English and Spanish and regularly uses telephonic interpretation to serve callers in over 200 languages. SAFEline staff provide brief short term face-to-face emotional support, assessments for current level of danger, safety planning and referrals. The Bridge to Safety project will expand the SAFEline services by conducting more in-depth danger assessments to address the immediate safety and advocacy needs of survivors of sexual and/or domestic violence, child abuse and/or human trafficking.

Program Work Statement

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SAFEline advocates, who handle between 1,300-1,900 contacts per month, and other SAFE staff will refer clients to the "Bridge to Safety" SAFEline Crisis Advocates. Staff from other departments within SAFE may also make referrals to Bridge to Safety. A SAFEline Crisis Advocate will meet with referrals to assess eligibility and immediate safety needs, provide short-term advocacy, and coordinate financial assistance, if appropriate. The SAFEline Crisis Advocate will administer the Campbell Danger Assessment tool with clients to determine likelihood of future violence (including lethality) and further aid in safety planning. The assessment tool will be used to increase awareness of clients of the real potential for lethality and make decisions about next steps to reduce future potential for harm and victimization.

Meetings will be in person or by phone (when a person is not able to come in person due to safety, health, child care, or disability is a barrier to an in person meeting). SAFEline Crisis Advocates will assess client needs to determine if one-time assistance is likely to address safety concerns. Individuals with more complex safety needs beyond what one-time advocacy and financial assistance can address will be referred to other SAFE programs or other community services.

System for Collecting and Reporting Program Data

SAFEline uses a comprehensive database (Apricot) to track, maintain and analyze data on services. The SAFEline Crisis Advocate will complete paperwork (confidentiality agreement, TANF eligibility, incident form and service log and will administer the Campbell Danger Assessment tool, except in circumstances when a client declines). Staff enter client demographic and service data (e.g., type/length of contact, type of victimization, description of need and services provided, resources and safety planning provided, etc.) into Apricot. SAFEline staff will obtain, when able, demographic information such as race, age, ethnicity, gender, income level, and zip code, among other data. Project clients will be exempt from the City residency, income and proof of identity requirements since the individuals served by this project are victims of violence and safety could be compromised by recording this information in the agency database.

The SAFE Information Systems staff will run aggregate reports from Apricot for reporting quarterly output and outcome data. The SAFEline Director will provide narrative responses for any variances in quarterly or year to date data.

As mandated by the federal Violence Against Women Act (VAWA) and HUD guidance, victim service providers cannot enter data directly into HMIS, and must use a comparable internal database. SAFE thus does not participate in HMIS, and uses a comparable internal database that collects client-level data over time and generates unduplicated aggregate reports based on this data.

Performance Evaluation

Data on SAFEline contacts and services provided is tracked and maintained in SAFE's comprehensive database, through which reports are regularly generated for agency administrators, Program Directors, funders, and our Board of Directors. The SAFEline Director will review output performance related to the Bridge to Safety on a weekly basis and outcome data on at least a quarterly basis. To evaluate project effectiveness, the project will: 1) assess how assistance from this program helped clients maintain housing, if they are currently housed (standardized City outcome measure), 2) assess how the project assistance helped each client increase safety and prevent future victimization, and 3) assess how the project assistance helped prevent future interactions with law enforcement. The SAFEline Crisis Advocate will administer a written survey to clients at the end of the session to measure the project's outcome to be reported to the City. The SAFEline Crisis Advocate will enter this information in the

Program Work Statement

Contract Term: 09/01/2015 - 09/30/2020
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agency database and the SAFELINE Director will review the outcome data on at least a quarterly basis.

Quality Improvement

SAFE works to ensure the continual improvement of the quality of our services through using evaluative measures in program and strategic planning. SAFE is committed to program evaluation and continual improvement of client service quality. The SAFELINE Director will meet with SAFELINE Crisis Advocates at least weekly to provide supervision and guidance regarding service delivery and review, approve or deny financial assistance requests. The Director will also review daily service logs and use reports from our database to monitor for adherence to the program's service quality model, ensure appropriate documentation of service provision, identify service trends and make decisions for service delivery enhancements. SAFE staff report on program metrics to the Board of Director's at least semi-annually for transparency and monitoring progress toward achieving target performance measures.

Clients who have questions/complaints about SAFE policies, procedures, or operations are encouraged to discuss these with their primary staff contact. If a satisfactory explanation/resolution is not reached, the client can discuss the matter with the SAFELINE Director, then on to the appropriate Vice President (if applicable). SAFE also uses staff expertise and experience to improve service quality via regularly-held meetings of program staff. At these meetings, program delivery challenges, programming needs, and other issues affecting clients and services are addressed. We also conduct focus groups with clients for specific program development needs.

Service Coordination with Other Agencies

When our Family Shelter is full, we work closely with shelters locally as well as in surrounding counties to identify those with immediate openings. SAFE works closely with the Salvation Army shelters and outside of Austin, works closely with domestic violence shelter programs such as Hope Alliance, Hays Caldwell, and Bastrop Crisis Center to provide service coordination and cross referrals. SAFE also works closely with the National Domestic Violence Hotline to identify other shelters with space locally or nationwide for referring clients.

SAFELINE receives referrals from local law enforcement, health care professionals, school personnel and other social service providers, some of which are received via the 2-1-1 Texas helpline. Through SAFELINE, clients are provided with referrals to community organizations to obtain assistance with legal, housing, employment, financial, substance abuse, mental health, and other matters.

SAFELINE maintains MOUs with the Travis County Attorney's Office (Domestic Violence High Risk Team) and the Austin Police Department DVERT (Domestic Violence Emergency Response Team) in order to provide immediate shelter to survivors of domestic violence or sexual assault in the Austin/Travis County area when SAFE Grove Blvd. Shelter and other surrounding shelters are full and a survivor is in immediate, life-threatening risk from abuser. SAFE has written agreements with correctional facilities such as Travis County Correctional Complex, Travis County Jail and Travis County Juvenile Probation to ensure that people who are incarcerated have access to an outside victim service agency (SAFE) if they fear sexual assault or need care as a result of a sexual assault while in custody.

Program Work Statement

Contract Term: 09/01/2015 - 09/30/2020
Program Period: 10/01/2019 - 09/30/2020

Service Collaboration with Subgrantees

No collaborations are funded with this Agreement.

Community Planning Activities

SAFEline does not currently participate in any planning activities with public and private agencies (e.g., law enforcement, prosecutors, victim service providers, etc.) specific to this program, however, SAFE is a member of the Family Violence Protection Team, Interagency Sexual Assault Team, and the Sexual Assault Response and Resources Team, which involve law enforcement, healthcare, legal and other agencies. All help ensure effective service planning, coordination, investigation and prosecution of offenders. SAFE is also a member of the Continuum of Care (CoC), a community-wide commitment to ending homelessness, optimizing self-sufficiency and supporting nonprofits and State and local governments to quickly rehouse families while minimizing the trauma and dislocation caused by it. SAFE also works closely with Ending Community Homelessness Organization (ECHO) to provide coordinated assessment or refer to locations in the community for assessment related to housing needs.

Program Performance

Contract Term: 09/01/2015 - 09/30/2020
 Program Period: 10/01/2019 - 09/30/2020

Output - Unduplicated Clients Served

City Goal	Other Funding Goal	Total Program Goal
626	1,262	1,888

Outcomes - City Business Plan

		Goal
<i>(Numerator / Denominator = Rate)</i>		
Numerator	1B: Number of case-managed households that transition from homelessness into housing	225
Demoninator	1B: Number of households that exit the program	250
Rate	1B: Percent of case-managed households that transition from homelessness into housing	90.00%
		Goal
<i>(Numerator / Denominator = Rate)</i>		
Numerator	1D: Number of Homeless Households residing in shelter programs receiving APH-funding who receive case management services	149
Demoninator	1D: Number of Homeless Households residing in shelter programs receiving APH-funding	165
Rate	1D: Percentage of Homeless Households residing in shelter programs receiving APH-funding who receive case management services	90.30%

Program Performance

Contract Term: 09/01/2015 - 09/30/2020
 Program Period: 10/01/2019 - 09/30/2020

Output - Unduplicated Clients Served

City Goal	Other Funding Goal	Total Program Goal
225	525	750

Outcomes - City Business Plan

HOUSING, HOMELESS INTERVENTION, BASIC NEEDS

(Numerator / Denominator = Rate)

		Goal
Numerator	1C: Number of households receiving services that maintain housing due to receiving essential serv	225
Demoninator	1C: Number of households receiving essential services	250
Rate	1C: Percent of households that maintain housing due to receiving essential services	90.00%

Program Budget and Narrative

Contract Term: 09/01/2015 - 09/30/2020
 Program Period: 10/01/2019 - 09/30/2020

	City Funds	Other Funds	Total
Personnel			
Salaries	\$578,271.00	\$1,047,691.00	\$1,625,962.00
Fringe and Payroll Taxes	\$0.00	\$0.00	\$0.00
	\$578,271.00	\$1,047,691.00	\$1,625,962.00
Operations			
General Operations	\$174,224.00	\$445,925.00	\$620,149.00
Outsourced Professional Services	\$0.00	\$0.00	\$0.00
Supplemental Programmatic Services	\$0.00	\$0.00	\$0.00
Training/Travel Outside Austin and/or Travis County	\$0.00	\$0.00	\$0.00
	\$174,224.00	\$445,925.00	\$620,149.00
Assistance to Clients			
Rental/Mortgage Assistance	\$0.00	\$0.00	\$0.00
General Housing Assistance	\$0.00	\$0.00	\$0.00
Direct Client Assistance	\$30,000.00	\$59,700.00	\$89,700.00
Client Food and Beverage	\$20,000.00	\$4,200.00	\$24,200.00
	\$50,000.00	\$63,900.00	\$113,900.00
Capital Outlay			
Capital Outlay - \$5,000.00	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
Deliverables Amount			
Deliverables Amount	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
Subgrantees/Subrecipients			
Personnel-Sub	\$0.00	\$0.00	\$0.00
Operations-Sub	\$0.00	\$0.00	\$0.00
Direct Client Assistance-Sub	\$0.00	\$0.00	\$0.00
Other-Sub	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
Program Income			
Program Income (Zero dollars budgeted for monthly credit)	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
Other			
Other	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
Total	\$802,495.00	\$1,557,516.00	\$2,360,011.00

Program Budget and Narrative

Personnel

Staff working in the program include Sr. Director Counseling, Counseling Services Manager, Counselors, Residential Counseling Coordinator, Shelter Advocates, Shelter Advocate Case Aide, Resident Advisors, Resident Advisor Program Mgr, Weekend Shift Mgr., Shelter Support Mgr, Food Services Coordinator, Basic Needs Mgr, Vice President SAFE, Sr. Dir. of Shelter and Children's Services, Shelter Operations Mgr., Children's Activity Mgr., Children's Advocates. Administrative staff include Chief Financial Officer, Grants Financial Mgr, Chief Quality Officer, AP/AR Coordinator, Accounting Coordinator, Payroll Mgr., Information Systems Director, and Information Systems Database Specialist. Benefits for funded staff include Social Security, Medicare, Unemployment Insurance, Health, Life, Work Comp Insurance, Retirement, and Short Term Disability Insurance.

Operations

Fiscal Audit, Program/General Office Supplies, Janitorial Supplies/Services, Maintenance/Building/Grounds Supplies, Telephone/Telecommunications, Utilities, Lawn Maintenance, Pest Control, Security Services, Security Maintenance and Monitoring, Trash Disposal, Facilities Maintenance/Repair Services, Facility Inspections, Equipment Rental, Postage, Printing, Copier, Property/Liability Insurance.

Assistance to Clients

Shelter food and beverages.

DCA - Shelter, Utility/Utility Arrears, Legal, Medical/Dental, Translation, Transportation, Food/Food Gift Cards, Identification Assistance, Child Care, Education, Employment Assistance, Telephone/Cell Phone, and Other Direct Client Assistance. Direct Client Assistance funds are paid to Vendors - not directly to Clients.

Capital Outlay

Deliverables Amount

Program Subgrantees

Program Income

Other

Program Budget and Narrative

Contract Term: 09/01/2015 - 09/30/2020
 Program Period: 10/01/2019 - 09/30/2020

	City Funds	Other Funds	Total
Personnel			
Salaries	\$118,216.00	\$502,449.00	\$620,665.00
Fringe and Payroll Taxes	\$0.00	\$0.00	\$0.00
	\$118,216.00	\$502,449.00	\$620,665.00
Operations			
General Operations	\$3,000.00	\$13,491.00	\$16,491.00
Outsourced Professional Services	\$0.00	\$0.00	\$0.00
Supplemental Programmatic Services	\$0.00	\$0.00	\$0.00
Training/Travel Outside Austin and/or Travis County	\$0.00	\$0.00	\$0.00
	\$3,000.00	\$13,491.00	\$16,491.00
Assistance to Clients			
Rental/Mortgage Assistance	\$0.00	\$0.00	\$0.00
General Housing Assistance	\$0.00	\$0.00	\$0.00
Direct Client Assistance	\$99,500.00	\$500.00	\$100,000.00
Client Food and Beverage	\$0.00	\$0.00	\$0.00
	\$99,500.00	\$500.00	\$100,000.00
Capital Outlay			
Capital Outlay - \$5,000.00	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
Deliverables Amount			
Deliverables Amount	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
Subgrantees/Subrecipients			
Personnel-Sub	\$0.00	\$0.00	\$0.00
Operations-Sub	\$0.00	\$0.00	\$0.00
Direct Client Assistance-Sub	\$0.00	\$0.00	\$0.00
Other-Sub	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
Program Income			
Program Income (Zero dollars budgeted for monthly credit)	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
Other			
Other	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
Total	\$220,716.00	\$516,440.00	\$737,156.00

Program Budget and Narrative

Personnel

Salaries and Benefits for SAFELINE Crisis Advocates, SAFELINE Director, VP of Housing and Supportive Services, Chief Quality Officer and Finance staff. Benefits for funded staff include Social Security, Medicare, Unemployment Insurance, Health, Life, Work Comp Insurance, Retirement, and Short Term Disability Insurance.

Operations

General office and Program Supplies, Laptops and accessories, Staff Development Training, and Local Mileage.

Assistance to Clients

Financial assistance to clients for Housing/Housing Arrears, Hotel Shelter, Utility/Utility Arrears, Legal, Medical/Dental co-pays, Translation, Transportation, Food/Food Gift Cards, Identification Assistance, Child Care, Education, Employment Assistance, Telephone/Cell Phone, Security related devices or services, and Other Direct Client Assistance. Direct Client Assistance funds are paid to Vendors - not directly to Clients.

Capital Outlay

Deliverables Amount

Program Subgrantees

Program Income

Other



Amendment No. 6
to
Agreement No. NG150000041
for
Social Services
between
THE SAFE ALLIANCE
DBA
SAFE
and the
CITY OF AUSTIN
(Victim Services & Bridge To Safety)

- 1.0 The City of Austin and the Grantee hereby agree to the Agreement revisions listed below.
- 2.0 The total amount for this Amendment to the Agreement is **Nine Hundred Thirty Two Thousand Four Hundred Ninety Five dollars (\$932,495)**. The total Agreement amount is recapped below:

Term	Agreement Change Amount	Total Agreement Amount
Basic Term: (Sept. 1, 2015 – Sept. 30, 2018)	n/a	\$ 2,166,000
Amendment No. 1: Add funds to Agreement and modify Exhibits	\$ 129,960	\$ 2,295,960
Amendment No. 2: Change to Vendor Name	\$ 0	\$ 2,295,960
Amendment No. 3: Add funds to Agreement and modify Exhibits	\$ 35,204	\$ 2,331,164
Amendment No. 4: Add funds to Agreement and modify Exhibits	\$ 19,573	\$ 2,350,737
Amendment No. 5: Exercise Extension Option #1 (Oct. 1, 2018 – Sept. 30, 2019)	\$ 802,495	\$ 3,153,232
Amendment No. 6: Exercise Extension Option #2 (Oct. 1, 2019 – Sept. 30, 2020) and Add Funds to Agreement	\$ 932,495	\$ 4,085,727

- 3.0 The following changes have been made to the original Agreement EXHIBITS:

Exhibit A.1 – Program Work Statement is deleted in its entirety and replaced with a new **Exhibit A.1 – Program Work Statement**. [Revised 4/14/2019]

Exhibit A.2 – Program Performance Measures is deleted in its entirety and replaced with a new **Exhibit A.2 – Program Performance Measures**. [Revised 4/12/2019]

Exhibit B.1 -- Program Budget and Narrative is deleted in its entirety and replaced with a new Exhibit B.1 -- Program Budget and Narrative. [Revised 4/12/2019]

4.0 The following Terms and Conditions have been MODIFIED:

Section 4.1 **Agreement Amount.** The Grantee acknowledges and agrees that, notwithstanding any other provision of this Agreement, the maximum amount payable by the City under this Agreement for the initial 61 month term shall not exceed the amount approved by City Council, which is **\$4,085,727 (Four Million Eighty Five Thousand Seven Hundred Twenty Seven dollars)**, and \$802,495 (Eight Hundred Two Thousand Four Hundred Ninety Five dollars) per remaining 12 month extension option, for a total Agreement amount of \$4,888,222. Continuation of the Agreement beyond the initial 61 months is specifically contingent upon the availability and allocation of funding, and authorization by City Council.

4.1.2.3 For the Program Period of 10/1/2018 through 9/30/2020, the payment from the City to the Grantee shall not exceed \$1,734,990 (One Million Seven Hundred Thirty Four Thousand Nine Hundred Ninety dollars).

5.0 MBE/WBE goals were not established for this Agreement.

6.0 Based on the criteria in the City of Austin Living Wage Resolution #020509-91, the Living Wage requirement does not apply to this Agreement.

7.0 By signing this Amendment, the Grantee certifies that the Grantee and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the Exclusion records found at SAM.gov, the State of Texas, or the City of Austin.

8.0 All other Agreement terms and conditions remain the same.

BY THE SIGNATURES affixed below, this Amendment is hereby incorporated into and made a part of the above-referenced Agreement.

GRANTEE

Signature:



THE SAFE ALLIANCE DBA SAFE
Kelly White, Chief Executive Officer
P.O. Box 19454
Austin, TX 78757

Date: April 30, 2019

CITY OF AUSTIN

Signature:

City of Austin
Purchasing Office
PO Box 1088
Austin, TX 78767

Date: _____

Program Work Statement

Contract Start Date

9/1/2015

*Contract End Date*9/30/2020

Program Goals And Objectives

Number of Shelter Beds: 105

SAFE's mission is to Stop Abuse For Everyone. The goals of the program are to provide safety and healing services to people in Austin and Travis County who have experienced rape, sexual abuse and/or domestic violence. The objectives are to: meet victims' immediate needs for safety; help them heal from the trauma they have experienced; and support their efforts to build healthy, self-sufficient lives free of violence.

Program Clients Served

SAFE serves women, children and men who have experienced rape, domestic or sexual violence, child abuse and human trafficking and exploitation. Clients served are any age and are primarily from the City of Austin and Travis County. Clients include members of traditionally underserved populations, among which are low-income persons, people with disabilities, persons who have been homeless, and people of color. Priority for emergency shelter is given to people who are at higher levels of danger as staff assess safety and risk. Counseling services prioritizes those seeking individual and family counseling based on level of danger (high level of lethality), trauma symptoms that impact work, school or care for children, and recent sexual assault/abuse survivors who are children/youth. Most individuals are given the option of immediately joining a support group.

Program Services And Delivery

SAFE provides comprehensive services to address the safety, economic, emotional, physical and other basic needs of domestic/sexual violence survivors. Our successes with the target population include providing services addressing safety, healing, and violence prevention.

Emergency Shelter – The Kelly White Family Shelter (Family Shelter)

A woman, man or family in need of emergency shelter to escape a domestic violence situation may request admission into the Kelly White Family Shelter. The Family Shelter accommodates up to 25 families (adult domestic violence survivors with their children) and ten adults unaccompanied by children at a time, with a total capacity of approximately 105 people. We typically provide shelter to men in local motels, although there have been circumstances where we have provided emergency shelter to men and their children in the Family Shelter.

At the shelter, we conduct safety planning with residents, and provide for their basic needs, including food, clothing, personal care and household items. We also offer counseling, case management and advocacy. Specially-designed services for youth living in shelter (described below) are provided. Services offered to Family Shelter residents are also available to men who may be sheltered onsite or sheltered offsite in motels.

An individual or family entering shelter first meets with a SAFE Resident Advisor for intake, orientation, and assessment of immediate basic needs for which we can provide. Within a few days of arrival, SAFE staff will help the resident prepare a safety plan for the immediate future, including scenarios involving the client staying or leaving the shelter.

Each adult shelter resident who chooses to receive case management services will work with a SAFE Case Manager (Survivor Support Specialist) to identify and access resources to help them leave shelter to a safe situation. These resources may include housing, legal, employment, transportation, medical and educational services, financial assistance, and referrals. Support for children's medical, educational and related needs is also provided. Case Managers help clients develop and implement a plan for successfully taking the next step in their lives toward building self-sufficiency. Individual and group counseling is available to help clients in shelter begin to cope with and heal from the abuse and trauma they have experienced. Health care resources and services are also available, via a collaboration with local health care providers.

At any time, there may be 50 or more children and teens living in the Family Shelter. SAFE offers therapeutic, educational and recreational programming for youth. We provide a licensed, on-site child care center and a K-12 charter school. After school and in the evenings, SAFE also provides structured and creative activities, support groups, and educational enrichment services. All of these services are designed to help youth build communication, relationship and other key skills, enhance self-esteem, and learn and have fun with caring adults who serve as mentors.

Counseling for adult and child victims of sexual assault or domestic violence

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Program Work Statement

Contract Start Date

9/1/2015

Contract End Date

9/30/2020

For victims of domestic violence or sexual assault, including adults who were sexually abused as children, SAFE offers therapeutic counseling services at our Resource Center facility. Services are confidential and free of charge, and include: individual, group and family counseling; play therapy; trauma symptom management; assessment and referral for psychiatric services; safety planning; and crisis intervention. Phone counseling is also available for abuse survivors who are unable to leave their homes to come to SAFE. Program staff are master's degree-level counselors experienced in working with people hurt by violence and trauma, and include individuals fluent in Spanish and American Sign Language. Many have advanced licensure and/or specialized training in evidence based trauma treatment modalities such as Somatic Experiencing (SE), Eye Movement Desensitization Reprocessing (EMDR), and Trauma Focused Cognitive Behavioral Therapy. To request counseling services, people call SAFE's 24-hour hotline. We offer walk-in intakes on Wednesdays, where people can come to SAFE without an appointment and meet individually with a counselor for intake, safety planning, and information and referral. We also offer scheduled intakes on other days. People who seek phone counseling services complete an intake via telephone. We receive referrals from external agencies and staff of other SAFE programs as well as friends, family members, attorneys, faith communities, hospitals, schools, and law enforcement. During the intake, an assessment of client needs is completed to better connect the survivor with appropriate services. Information is given on SAFE services, client rights, the dynamics of domestic violence and sexual assault, and community resources.

SAFE offers 15-20 crisis stabilization sessions per week for survivors who need immediate safety planning or assistance with trauma symptom management. We also offer from 10 to 27 counseling groups per week. This currently includes specialty groups, such as: a male survivor group, a parenting group in Spanish, domestic and sexual violence support groups; foundations of healing; next step (moving beyond trauma), children's groups and teen groups. We also offer an offsite Seeking Safety group for domestic/sexual violence survivors with substance abuse issues and an offsite group for incarcerated survivors. Closed groups for 5-7 participants are also offered and held for 10 weeks. In these groups, clients can work on individual goals, while receiving support from group members. This provides a healing experience that helps move clients out of isolation and shame that often results from abuse and trauma.

Counseling helps abuse survivors heal by rebuilding a sense of security, confidence, safety and personal power, which may have been eroded or lost as a result of abuse. Counseling helps survivors increase their level of functioning and build self-sufficiency by understanding the effects of abuse, learning ways to manage the impacts of trauma, and not blaming themselves for the violence. Since so much of the abuse has occurred within trusted relationships, counseling focuses on rebuilding trust and learning skills so that survivors can develop safe, healthy relationships.

System for Collecting and Reporting Program Data

SAFE uses a comprehensive database (Apricot) to track, maintain and analyze data on services provided. Direct service staff enter data into Apricot on a daily basis. Upon intake, direct service staff enter client demographic and service data (type/length of services, enter/exit date, case notes, etc.) into Apricot. SAFE tracks demographic information, such as race/ethnicity, city, zip code and age, among other data, through a service registration form at intake.

SAFE uses shelter client exit surveys to collect information on households that move to a safe location without the abuser (households that transition from homelessness to housing). Our Shelter and Counseling Services programs also employ anonymous client surveys to collect data on outcomes such as increased sense of safety, increased awareness of resources and/or increased ability to manage the effects of trauma. Through Apricot, we run program data reports regularly for agency staff, funders, and our Board of Directors.

As mandated by the federal Violence Against Women Act (VAWA) and HUD guidance, victim service providers cannot enter data directly into HMIS, and must use a comparable internal database. SAFE thus does not participate in HMIS, and uses a comparable internal database that collects client-level data over time and generates unduplicated aggregate reports based on this data.

Performance Evaluation

Data on agency clients and services is tracked and maintained in SAFE's comprehensive database, through which reports are regularly generated for agency administrators, Program Directors, funders, and our Board of Directors. Performance related to program output measures is reviewed by Program Directors at least quarterly. Outcomes are measured in several ways: a) clients exiting shelter are asked to complete an exit survey, which asks them to identify where they are going and if that location includes their abusive partner, among other questions; and, b) adult counseling clients are asked to fill out

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Program Work Statement

Contract Start Date

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anonymous surveys after completing three or more counseling sessions.

Quality Improvement

SAFE works to ensure the continual improvement of the quality of our services through using evaluative measures in program and strategic planning. SAFE is committed to program evaluation and continual improvement of client service quality. Supervisors review client files and discuss caseloads regularly with staff. Written process recordings and direct observation by supervisors are used for training purposes. Directors/managers also use reports from our database to identify problems, trends and make decisions for service delivery enhancements. Monthly, SAFE staff report on governmental grant performance to the Board of Director's Program Committee so that Board members can monitor progress toward achieving target performance measures.

In addition, SAFE has a client grievance procedure to ensure accountability for the quality of services offered to clients, and provides clients with a clear and equitable avenue for making complaints. Clients are given information about the client grievance process during the first appointment. Clients who have questions/complaints about SAFE policies, procedures, or operations are encouraged to discuss these with their primary staff contact. If a satisfactory explanation/resolution is not reached, the client can discuss the matter with the appropriate Director, who may confer with a Senior Director and/or Vice President. If a satisfactory explanation or resolution is not reached, the client/person may submit a written grievance to the agency's Vice President and/or co-CEOs. A Vice President or co-CEO will ensure appropriate review of the information and return a decision within 3 working days of when the Vice President or co-CEO received the grievance. If the client/person is not satisfied, they can ask that the written grievance be reviewed by a committee or individual appointed by the Chair of the SAFE Board of Directors. A member of the committee or individual appointed by the Board Chair will respond with a decision within 5 business days of the board member receiving the grievance. This decision will be final and binding. SAFE also staff expertise and experience to improve service quality via regularly-held meetings of program staff. At these meetings, program delivery challenges, programming needs, and other issues affecting clients and services are addressed. Further, we distribute client satisfaction surveys on an ongoing basis and use this information to make agency improvements. We also conduct focus groups with clients for specific program development needs.

Service Coordination with Other Agencies

When our Family Shelter is full, we coordinate accommodations for emergency shelter with shelters in surrounding counties. The Salvation Army and other local agencies offer shelter to homeless persons, and there are other organizations that offer mental health counseling.

Service coordination occurs in many ways. Through a collaboration with People's Community Clinic, Austin Travis County Integral Care and Planned Parenthood, SAFE clients receive medical, psychiatric and well-woman care and health education. SAFE collaborates with Communities in Schools and LifeWorks (lead agency) in the Shared Psychiatric Project, which offers contracted psychiatric services, clinical care management and psychotropic medications at SAFE and LifeWorks. Our agency coordinates with local hospitals and Sexual Assault Nurse Examiners to serve rape survivors at local emergency rooms. Also, there are SAFE staff co-located at places where people typically seek assistance (i.e., the Travis County District Attorney's Office and the Travis County Attorney's Office). In these circumstances, we are able to train those organizations' staff on recognizing and responding appropriately to abuse survivors.

SAFE receives referrals from local law enforcement, health care professionals, school personnel and other social service providers, some of which are received via the 2-1-1 Texas helpline. Through our SAFEline (hotline) and case management services, SAFE provides individuals with referrals to community organizations to obtain assistance with legal, substance abuse, and other matters.

SAFE is involved in multiple community collaborations that involve shared decision-making and shared resources. The list of such formal collaborative agreements is long and diverse; below please find a few examples of our current partnerships: Best Single Source (BSS) Plus project: This collaborative financial assistance project (led by Caritas of Austin and involving multiple local agencies) helps people find the agency that is best suited to address their rapid rehousing and other key needs (shelter, food, utility assistance, transportation, child care, education, legal, and medical needs) in order to prevent homelessness. SAFE is a founding partner of BSS. PASSAGES: This multi-agency collaborative program offers case management and financial assistance to families at risk of homelessness to help enhance their self-sufficiency. SAFE provides services to survivors of violence, assisting clients in their efforts to end economic dependence on their batterers and to build safe and stable lives.

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Program Work Statement

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Sexual Assault Response and Resources Team (SARRT), Interagency Sexual Assault Team (ISAT) and the Family Violence Protection Team (FVPT): The SARRT, ISAT and FVPT include various law enforcement, victim services, criminal justice, health care and/or other partner agencies, including SAFE. These agencies provide services and give and receive referrals to best meet the needs of sexual violence victims and family violence victims, respectively, in Austin and Travis County. Central purposes of the SARRT, ISAT and FVPT include: ongoing coordination of services and referrals among partner agencies to ensure a skillful and compassionate response to victims, advocacy for effective response to victims, and effective investigation and prosecution of offenders.

SAFE and Child Protective Services (CPS): SAFE and CPS have a formal relationship through a Memorandum of Understanding (MOU) that outlines practices of each agency in child abuse cases. SAFE works with CPS investigators when cases involve family violence and child abuse, and provides direct services to families. While domestic/sexual violence agencies across Texas work with CPS, few (if any) have collaborations akin to that of SAFE and CPS.

SAFE and Goodwill Industries of Central Texas: Goodwill's Employment Specialist staff provide job readiness, placement and retention services at SAFE to our clients. Goodwill also provides vouchers for use by SAFE clients at its stores.

Service Collaboration with Other Agencies

There are no collaborations funded by this project.

Community Planning Activities

SAFE participates in many planning activities with public and private agencies (e.g., law enforcement, prosecutors, victim service providers, etc.). SAFE is a member of the Family Violence Protection Team, Interagency Sexual Assault Team and the Sexual Assault Response and Resources Team, which involve law enforcement, healthcare, legal, social service and/or other agencies. These teams help ensure effective service planning, coordination, investigation and/or prosecution of offenders. SAFE is also a member of the Continuum of Care (CoC), a community-wide commitment to ending homelessness, optimizing self-sufficiency and supporting nonprofits and State and local governments to quickly rehouse families while minimizing the trauma and dislocation caused by it.

Program Work Statement

Contract Start Date

9/1/2015

*Contract End Date*9/30/2020

Program Goals And Objectives

SAFE's mission is to Stop Abuse For Everyone. The goals of the Bridge to Safety program, operated under the agency's SAFEline (crisis hotline), are to prevent future victimization of survivors of sexual and domestic violence, human trafficking and exploitation and/or child abuse, and mitigate the need for emergency shelter and/or law enforcement involvement. The objective is for a SAFEline Crisis Advocate to offer one time advocacy and/or financial assistance to increase immediate safety.

Program Clients Served

SAFEline serves women, youth and men who have experienced rape, domestic or sexual violence, child abuse and human trafficking and exploitation. Clients served are any age and are primarily from the City of Austin and Travis County. Clients include members of traditionally-underserved populations, among which are low-income persons, people with disabilities, persons who are, have been or are at risk of homelessness, and people of color. Clients to be served are those in immediate danger from their abusers/perpetrators/traffickers and whose safety needs can be addressed with one-time financial assistance, preventing further victimization. Many clients will be able to use one-time financial assistance to address safety needs related to victimization, but some clients will ultimately also require emergency shelter, intensive case management and extensive financial assistance, provided by other SAFE programs and/or other social service agencies.

Program Services And Delivery

SAFEline has a staff of 16 full and part time employees who provide crisis intervention, safety planning, information and referral and education via telephone, chat and text 24/7 to address the safety, economic, emotional, physical and other basic needs of survivors. SAFEline staff screen for emergency shelter eligibility, arrange safe transport, and facilitate the emergency shelter intake process. The program also supports recent sexual assault survivors to determine if they would like to receive medical or forensic exams or connecting recently recovered victims of trafficking with on-call advocates who can meet them in person immediately to address their needs. Our various platforms offer survivors the flexibility and choice of speaking to an advocate by phone, or communicating electronically via chat or text services. SAFEline has several staff fully bilingual in English and Spanish and regularly uses telephonic interpretation to serve callers in over 200 languages. SAFEline staff provide brief short term face-to-face emotional support, assessments for current level of danger, safety planning and referrals. The Bridge to Safety project will expand the SAFEline services by conducting more in-depth danger assessments to address the immediate safety and advocacy needs of survivors of sexual and/or domestic violence, child abuse and/or human trafficking.

SAFEline advocates, who handle between 1,300-1,900 contacts per month, and other SAFE staff will refer clients to the "Bridge to Safety" SAFEline Crisis Advocate. The SAFEline Crisis Advocate will meet with referrals to assess eligibility and immediate safety needs, provide short-term advocacy, and coordinate financial assistance, if appropriate. The SAFEline Crisis Advocate will administer the Campbell Danger Assessment tool with clients to determine likelihood of future violence (including lethality) and further aid in safety planning. The assessment tool will be used to increase awareness of clients of the real potential for lethality and make decisions about next steps to reduce future potential for harm and victimization.

Meetings will be in person or by phone (when a person is not able to come in person due to safety, health, child care, or disability is a barrier to an in person meeting). The SAFEline Crisis Advocate will assess client needs to determine if one-time assistance is likely to address safety concerns. Individuals with more complex safety needs beyond what one-time advocacy and financial assistance can address will be referred to other SAFE programs or other community services.

System for Collecting and Reporting Program Data

SAFEline uses a comprehensive database (Apricot) to track, maintain and analyze data on services. The SAFEline Crisis Advocate will complete paperwork (confidentiality agreement, TANF eligibility, incident form and service log and will administer the Campbell Danger Assessment tool, except in circumstances when a client declines). Staff enter client demographic and service data (e.g., type/length of contact, type of victimization, description of need and services provided, resources and safety planning provided, etc.) into Apricot. SAFEline staff will obtain, when able, demographic information such as race, age, ethnicity, gender, income level, and zip code, among other data. Project clients will be exempt from the City residency, income and proof of identity requirements since the individuals served by this project are victims of violence and safety could be compromised by recording this information in the agency database.

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Program Work Statement

Contract Start Date

9/1/2015

Contract End Date

9/30/2020

The SAFE Information Systems staff will run aggregate reports from Apricot for reporting quarterly output and outcome data. The SAFEline Director will provide narrative responses for any variances in quarterly or year to date data.

As mandated by the federal Violence Against Women Act (VAWA) and HUD guidance, victim service providers cannot enter data directly into HMIS, and must use a comparable internal database. SAFE thus does not participate in HMIS, and uses a comparable internal database that collects client-level data over time and generates unduplicated aggregate reports based on this data.

Performance Evaluation

Data on SAFEline contacts and services provided is tracked and maintained in SAFE's comprehensive database, through which reports are regularly generated for agency administrators, Program Directors, funders, and our Board of Directors. The SAFEline Director will review output performance related to the Bridge to Safety on a weekly basis and outcome data on at least a quarterly basis. To evaluate project effectiveness, the project will: 1) assess how assistance from this program helped clients maintain housing, if they are currently housed (standardized City outcome measure), 2) assess how the project assistance helped each client increase safety and prevent future victimization and 3) assess how the project assistance helped prevent future interactions with law enforcement. The SAFEline Crisis Advocate will administer a written survey to clients at the end of the session to measure the project's outcome to be reported to the City. The SAFEline Crisis Advocate will enter this information in the agency database and the SAFEline Director will review the outcome data on at least a quarterly basis.

Quality Improvement

SAFE works to ensure the continual improvement of the quality of our services through using evaluative measures in program and strategic planning. SAFE is committed to program evaluation and continual improvement of client service quality. The SAFEline Director will meet with the SAFEline Crisis Advocate at least weekly to provide supervision and guidance regarding service delivery and review, approve or deny financial assistance requests. The Director will also review daily service logs and use reports from our database to monitor for adherence to the program's service quality model, ensure appropriate documentation of service provision, identify service trends and make decisions for service delivery enhancements. Monthly, SAFE staff report on governmental grant performance to the Board of Director's Program Committee so that Board members can monitor progress toward achieving target performance measures.

Clients who have questions/complaints about SAFE policies, procedures, or operations are encouraged to discuss these with their primary staff contact. If a satisfactory explanation/resolution is not reached, the client can discuss the matter with the SAFEline Director, then on to the appropriate Vice President (if applicable). SAFE also uses staff expertise and experience to improve service quality via regularly-held meetings of program staff. At these meetings, program delivery challenges, programming needs, and other issues affecting clients and services are addressed. We also conduct focus groups with clients for specific program development needs.

Service Coordination with Other Agencies

When our Family Shelter is full, we work closely with shelters locally as well as in surrounding counties to identify those with immediate openings. SAFE works closely with the Salvation Army shelters and outside of Austin, works closely with domestic violence shelter programs such as Hope Alliance, Hays Caldwell, and Bastrop Crisis Center to provide service coordination and cross referrals. SAFE also works closely with the National Domestic Violence Hotline to identify other shelters with space locally or nationwide for referring clients.

SAFEline receives referrals from local law enforcement, health care professionals, school personnel and other social service providers, some of which are received via the 2-1-1 Texas helpline. Through SAFEline, clients are provided with referrals to community organizations to obtain assistance with legal, housing, employment, financial, substance abuse, mental health, and other matters.

SAFEline maintains MOUs with the Travis County Attorney's Office (Domestic Violence High Risk Team) and the Austin Police Department DVERT (Domestic Violence Emergency Response Team) in order to provide immediate shelter to survivors of domestic violence or sexual assault in the Austin/Travis County area when SAFE Grove Blvd. Shelter and other surrounding shelters are full and a survivor is in immediate, life-threatening risk from abuser. SAFE has written agreements

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Program Work Statement

Contract Start Date

9/1/2015

Contract End Date

9/30/2020

with correctional facilities such as Travis County Correctional Complex, Travis County Jail and Travis County Juvenile Probation to ensure that people who are incarcerated have access to an outside victim service agency (SAFE) if they fear sexual assault or need care as a result of a sexual assault while in custody.

Service Collaboration with Other Agencies

No collaborations are funded with this Agreement.

Community Planning Activities

SAFEline does not currently participate in any planning activities with public and private agencies (e.g., law enforcement, prosecutors, victim service providers, etc.), however; SAFE is a member of the Family Violence Protection Team and the Sexual Assault Response and Resources Team, which involve law enforcement, healthcare, legal and other agencies. Both help ensure effective service planning, coordination, investigation and prosecution of offenders. SAFE is also a member of the Continuum of Care (CoC), a community-wide commitment to ending homelessness, optimizing self-sufficiency and supporting nonprofits and State and local governments to quickly rehouse families while minimizing the trauma and dislocation caused by it.

Program Performance Measures**Contract Start**
9/1/2015**Contract End**
9/30/2020**Period Performance Start**
10/1/2019**Period Performance End**
9/30/2020**Outputs**

OP #	Output Measure Description	Period Goal		
		City	Other	Total
1	Total Number of Unduplicated Clients Served	626	1262	1888

Program Performance Measures**Contract Start**
9/1/2015**Contract End**
9/30/2020**Period Performance Start**
10/1/2019**Period Performance End**
9/30/2020**Outcomes**

OC Item	Outcome Measure Description	Total Program Goal
1 Num	Number of case-managed households that transition from homelessness into housing	225
1 Den	Number of households that exit the program	250
1 Rate	Percent of case-managed households that transition from homelessness into housing	90
2 Num	Number of homeless households residing in shelter programs receiving HHSD-funding who receive case management services.	149
2 Den	Number of Homeless Households residing in shelter programs receiving HHSD-funding.	165
2 Rate	Percent of Homeless Households residing in shelter programs that receive case management services.	90.3

Program Performance Measures

	Period			Contract Term
	1	2	3	
Start Date	4/1/2019	10/1/2019		9/1/2015
End Date	9/30/2019	9/30/2020		9/30/2020

Outputs

ID	Output Measure Description	Period			Contract Term **
		1	2*	3*	
1	Total Number of Unduplicated Clients Served	17	35		52

Outcomes

ID	Outcome Measure Description	Period			Contract Term **
		1	2*	3*	
	Number of households receiving services that maintain housing due to receiving essential services	72	142		214
1C	Number of households receiving essential services	92	183		275
	Percent of households that maintain housing due to receiving essential services	78.26	77.6		77.82

* Goal Served May Include Carry-Over From Previous Period

** Goal Served Spans Contract Term / May Not Include Carry-Over / Clients Served Must Be < or = Sum of Periods)

Created: 3/27/2019 2:20:00 PM

Last Modified, If Applicable: 4/12/2019 12:30:00 PM

Program Budget and Narrative

Program Start 10/1/2019
Program End 9/30/2020

	City Share	Other	Total
Salary plus Benefits	\$578,271.00	\$1,047,691.00	\$1,625,962.00
General Operations Expenses	\$174,224.00	\$445,925.00	\$620,149.00
Program Subgrantees	\$0.00	\$0.00	\$0.00
Staff Travel	\$0.00	\$0.00	\$0.00
Conferences	\$0.00	\$0.00	\$0.00
Operations SubTotal	\$174,224.00	\$445,925.00	\$620,149.00
Food and Beverages for Clients	\$20,000.00	\$4,200.00	\$24,200.00
Financial Direct Assistance to Clients	\$30,000.00	\$59,700.00	\$89,700.00
Other Assistance	Please Specify	Please Specify	Please Specify
Other Assistance Amount	\$0.00	\$0.00	\$0.00
Direct Assistance SubTotal	\$50,000.00	\$63,900.00	\$113,900.00
Capital Outlay Amount	\$0.00	\$0.00	\$0.00
Total	\$802,495.00	\$1,557,516.00	\$2,360,011.00

Detailed Budget Narrative**Salaries plus Benefits**

Staff working in the program include Sr. Director Counseling, Counseling Services Manager, Counselors, Residential Counseling Coordinator, Shelter Advocates, Shelter Advocate Case Aide, Resident Advisors, Resident Advisor Program Mgr, Weekend Shift Mgr., Shelter Support Mgr, Food Services Coordinator, Basic Needs Mgr, Vice President SAFE, Sr. Dir. of Shelter and Children's Services, Shelter Operations Mgr., Children's Activity Mgr., Children's Advocates. Administrative staff include Chief Financial Officer, Grants Financial Mgr, Chief Quality Officer, AP/AR Coordinator, Accounting Coordinator, Payroll Mgr., Information Systems Director, and Information Systems Database Specialist. Benefits for funded staff include Social Security, Medicare, Unemployment Insurance, Health, Life, Work Comp Insurance, Retirement, and Short Term Disability Insurance.

General Op Expenses

Fiscal Audit, Program/General Office Supplies, Janitorial Supplies/Services, Maintenance/Building/Grounds Supplies, Telephone/Telecommunications, Utilities, Lawn Maintenance, Pest Control, Security Services, Security Maintenance and Monitoring, Trash Disposal, Facilities Maintenance/Repair Services, Facility Inspections, Equipment Rental, Postage, Printing, Copier, Property/Liability Insurance.

Program Subgrantees**Staff Travel****Conferences****Food and Beverage**

Shelter food and beverages.

Financial Assistance

Financial assistance to clients for Housing/Housing Arrears, Hotel Shelter, Utility/Utility Arrears, Legal, Medical/Dental, Translation, Transportation, Food/Food Gift Cards, Identification Assistance, Child Care, Education, Employment Assistance, Telephone/Cell Phone, and Other Direct Client Assistance. Direct Client Assistance funds are paid to Vendors - not directly to Clients.

Created 3/25/2019 10:26:11 AM

Last Modified, If Applicable 3/25/2019 10:31:00 AM

Program Budget and Narrative

Other Assistance

Capital Outlay

Program Budget and Narrative

	<i>1</i>	<i>Period 2</i>	<i>3</i>	<i>Contract Start Contract End</i>	<i>9/1/2015 9/30/2020</i>
Period Start Date	4/1/2019	10/1/2019			
Period End Date	9/30/2019	9/30/2020			<i>Total</i>
Salary plus Benefits	\$21,148.00	\$50,754.00	\$0.00		\$71,902.00
General Operations Expenses	\$4,921.00	\$8,247.00	\$0.00		\$13,168.00
Program Subgrantees	\$0.00	\$0.00	\$0.00		\$0.00
Staff Travel	\$0.00	\$0.00	\$0.00		\$0.00
Conferences	\$0.00	\$0.00	\$0.00		\$0.00
Operations SubTotal	\$4,921.00	\$8,247.00	\$0.00		\$13,168.00
Food and Beverages for Clients	\$0.00	\$0.00	\$0.00		\$0.00
Financial Direct Assistance to Clients	\$13,215.00	\$31,715.00	\$0.00		\$44,930.00
Other Assistance Amount	\$0.00	\$0.00	\$0.00		\$0.00
Direct Assistance SubTotal	\$13,215.00	\$31,715.00	\$0.00		\$44,930.00
Capital Outlay Amount	\$0.00	\$0.00	\$0.00		\$0.00
Total	\$39,284.00	\$90,716.00	\$0.00		\$130,000.00
Total Period Percentage	30.22	69.78	0		

Detailed Budget Narrative

Salaries plus Benefits

Salaries and Benefits for SAFEline Crisis Advocate. Benefits for funded staff include Social Security, Medicare, Unemployment Insurance, Health, Life, Work Comp Insurance, Retirement, and Short Term Disability Insurance.

General Op Expenses

General office and Program Supplies, Laptop and accessories, Staff Development Training

Program Subgrantees

Staff Travel

Conferences

Food and Beverage

Financial Assistance

Financial assistance to clients for Housing/Housing Arrears, Hotel Shelter, Utility/Utility Arrears, Legal, Medical/Dental, Translation, Transportation, Food/Food Gift Cards, Identification Assistance, Child Care, Education, Employment Assistance, Telephone/Cell Phone, and Other Direct Client Assistance. Direct Client Assistance funds are paid to Vendors - not directly to Clients.

Other Assistance

Capital Outlay



Amendment No. 5
to
Agreement No. NG150000041
for
Social Services
between
THE SAFE ALLIANCE
DBA
SAFE
and the
CITY OF AUSTIN
(Victim Services)

- 1.0 The City of Austin and the Grantee hereby agree to the Agreement revisions listed below.
- 2.0 The total amount for this Amendment to the Agreement is ***Eight Hundred Two Thousand Four Hundred Ninety Five dollars (\$802,495)***. The total Agreement amount is recapped below:

Term	Agreement Change Amount	Total Agreement Amount
Basic Term: (Sept. 1, 2015 – Sept. 30, 2018)	n/a	\$ 2,166,000
Amendment No. 1: Add funds to Agreement and modify Exhibits	\$ 129,960	\$ 2,295,960
Amendment No. 2: Change to Vendor Name	\$ 0	\$ 2,295,960
Amendment No. 3: Add funds to Agreement and modify Exhibits	\$ 35,204	\$ 2,331,164
Amendment No. 4: Add funds to Agreement and modify Exhibits	\$ 19,573	\$ 2,350,737
Amendment No. 5: Exercise Extension Option #1 (Oct. 1, 2018 – Sept. 30, 2019)	\$ 802,495	\$ 3,153,232

- 3.0 The following changes have been made to the original Agreement EXHIBITS:

Exhibit A.2 -- Program Performance Measures is deleted in its entirety and replaced with a new **Exhibit A.2 -- Program Performance Measures**. [Revised 7/24/2018]

Exhibit B.1 -- Program Budget and Narrative is deleted in its entirety and replaced with a new **Exhibit B.1 -- Program Budget and Narrative**. [Revised 6/6/2018]

- 4.0 The following Terms and Conditions have been MODIFIED:

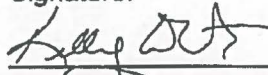
4.1.2.3 For the Program Period of 10/1/2018 through 9/30/2019, the payment from the City to the Grantee shall not exceed \$802,495 (*Eight Hundred Two Thousand Four Hundred Ninety Five dollars*).

- 5.0 MBE/WBE goals were not established for this Agreement.
- 6.0 Based on the criteria in the City of Austin Living Wage Resolution #020509-91, the Living Wage requirement does not apply to this Agreement.
- 7.0 By signing this Amendment, the Grantee certifies that the Grantee and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the Exclusion records found at SAM.gov, the State of Texas, or the City of Austin.
- 8.0 All other Agreement terms and conditions remain the same.

BY THE SIGNATURES affixed below, this Amendment is hereby incorporated into and made a part of the above-referenced Agreement.

GRANTEE

Signature:

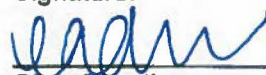


THE SAFE ALLIANCE DBA SAFE
Kelly White, Chief Executive Officer
P.O. Box 19454
Austin, TX 78757

Date: July 31, 2018

CITY OF AUSTIN

Signature:



City of Austin
Purchasing Office
PO Box 1088
Austin, TX 78767

Date: 11.5.18

Program Performance Measures**Contract Start**
9/1/2015**Contract End**
9/30/2019**Period Performance Start**
10/1/2018**Period Performance End**
9/30/2019**Outputs**

OP #	Output Measure Description	Period Goal		
		City	Other	Total
1	Total Number of Unduplicated Clients Served	626	1262	1888

Program Performance Measures**Contract Start**
9/1/2015**Contract End**
9/30/2019**Period Performance Start**
10/1/2018**Period Performance End**
9/30/2019**Outcomes**

OC Item	Outcome Measure Description	Total Program Goal
1 Num	Number of case-managed households that transition from homelessness into housing	225
1 Den	Number of households that exit the program	250
1 Rate	Percent of case-managed households that transition from homelessness into housing	90
2 Num	Number of homeless households residing in shelter programs receiving HHSD-funding who receive case management services.	149
2 Den	Number of Homeless Households residing in shelter programs receiving HHSD-funding.	165
2 Rate	Percent of Homeless Households residing in shelter programs that receive case management services.	90.3

Program Budget and Narrative

Program Start 10/1/2018

Program End 9/30/2019

	City Share	Other	Total
Salary plus Benefits	\$578,271.00	\$1,047,691.00	\$1,625,962.00
General Operations Expenses	\$174,224.00	\$445,925.00	\$620,149.00
Program Subgrantees	\$0.00	\$0.00	\$0.00
Staff Travel	\$0.00	\$0.00	\$0.00
Conferences	\$0.00	\$0.00	\$0.00
Operations SubTotal	\$174,224.00	\$445,925.00	\$620,149.00
Food and Beverages for Clients	\$20,000.00	\$4,200.00	\$24,200.00
Financial Direct Assistance to Clients	\$30,000.00	\$59,700.00	\$89,700.00
Other Assistance	Please Specify	Please Specify	Please Specify
Other Assistance Amount	\$0.00	\$0.00	\$0.00
Direct Assistance SubTotal	\$50,000.00	\$63,900.00	\$113,900.00
Capital Outlay Amount	\$0.00	\$0.00	\$0.00
Total	\$802,495.00	\$1,557,516.00	\$2,360,011.00

Detailed Budget Narrative**Salaries plus Benefits**

Staff working in the program include Counseling Director, Counseling Services Manager (3), Counselor (9), Residential Counseling Coordinator, Survivor Support Specialist (4), Survivor Support Specialist Case Aide, Resident Advisor (8), Resident Advisor Program Mgr, Weekend Shift Mgr., Shelter Support Mgr, Food Services Coordinator, Basic Needs Mgr, Vice President SAFE, Sr. Dir. of Shelter and Children's Services, Shelter Operations Mgr., Children's Activity Mgr., Children's Advocate (6). Administrative staff include Chief Financial Officer, Grants Financial Mgr, Chief Quality Officer, AP/AR Coordinator, Accounting Coordinator, Payroll Mgr., Information Systems Director, and Information Systems Database Specialist. Benefits for funded staff include Social Security, Medicare, Unemployment Insurance, Health, Dental, Life, Work Comp Insurance, Retirement, Vision and Short Term Disability Insurance.

General Op Expenses

Fiscal Audit, Program/General Office Supplies, Janitorial Supplies/Services, Maintenance/Building/Grounds Supplies, Telephone/Telecommunications, Utilities, Lawn Maintenance, Pest Control, Security Services, Security Maintenance and Monitoring, Trash Disposal, Facilities Maintenance/Repair Services, Facility Inspections, Equipment Rental, Postage, Printing, Copier, Property/Liability Insurance.

Program Subgrantees**Staff Travel****Conferences****Food and Beverage**

Shelter food and beverages.

Financial Assistance

Financial assistance to clients for Housing, Hotel Shelter, Utility, Legal, Medical/Dental, Translation, Transportation, Food, Identification Assistance, Child Care, Education, Employment Assistance and Other direct client assistance.

Created 6/6/2018 4:48:26 PM

Last Modified, If Applicable 6/6/2018 4:46:00 PM

Program Budget and Narrative

Other Assistance

Capital Outlay



Amendment No. 4
to
Agreement No. NG150000041
for
Social Services
between
THE SAFE ALLIANCE
DBA
SAFE
and the
CITY OF AUSTIN
(Victim Services)

- 1.0 The City of Austin and the Grantee hereby agree to the Agreement revisions listed below.
- 2.0 The total amount for this Amendment to the Agreement is **Nineteen Thousand Five Hundred Seventy Three dollars (\$19,573)**. The total Agreement amount is recapped below:

Term	Agreement Change Amount	Total Agreement Amount
Basic Term: (Sept. 1, 2015 – Sept. 30, 2018)	n/a	\$ 2,166,000
Amendment No. 1: Add funds to Agreement and modify Exhibits	\$ 129,960	\$ 2,295,960
Amendment No. 2: Change to Vendor Name	\$ 0	\$ 2,295,960
Amendment No. 3: Add funds to Agreement and modify Exhibits	\$ 35,204	\$ 2,331,164
Amendment No. 4: Add funds to Agreement and modify Exhibits	\$ 19,573	\$ 2,350,737

- 3.0 The following changes have been made to the original Agreement EXHIBITS:

Exhibit A.2 -- Program Performance Measures is deleted in its entirety and replaced with a new **Exhibit A.2 -- Program Performance Measures**. [Revised 12/27/2017]

Exhibit B.1 -- Program Budget and Narrative is deleted in its entirety and replaced with a new **Exhibit B.1 -- Program Budget and Narrative**. [Revised 12/6/2017]

- 4.0 The following Terms and Conditions have been MODIFIED:

Section 4.1 **Agreement Amount**. The Grantee acknowledges and agrees that, notwithstanding any other provision of this Agreement, the maximum amount payable by the City under this Agreement for the initial 37 month term shall not exceed the amount approved by City Council, which is **\$2,350,737 (Two Million Three Hundred Fifty Thousand Seven Hundred Thirty**

Seven dollars), and \$802,495 (Eight Hundred Two Thousand Four Hundred Ninety Five dollars) per 12 month extension option, for a total Agreement amount of \$ 4,758,222. Continuation of the Agreement beyond the initial 37 months is specifically contingent upon the availability and allocation of funding, and authorization by City Council.

4.1.2.3 For the Program Period of 10/1/2017 through 9/30/2018, the payment from the City to the Grantee shall not exceed \$802,495 (Eight Hundred Two Thousand Four Hundred Ninety Five dollars).

5.0 MBE/WBE goals were not established for this Agreement.

6.0 Based on the criteria in the City of Austin Living Wage Resolution #020509-91, the Living Wage requirement does not apply to this Agreement.

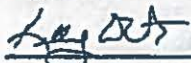
7.0 By signing this Amendment, the Grantee certifies that the Grantee and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the Exclusion records found at SAM.gov, the State of Texas, or the City of Austin.

8.0 All other Agreement terms and conditions remain the same.

BY THE SIGNATURES affixed below, this Amendment is hereby incorporated into and made a part of the above-referenced Agreement.

GRANTEE

Signature: _____



**THE SAFE ALLIANCE DBA SAFE
Kelly White, Chief Executive Officer
P.O. Box 19454
Austin, TX 78757**

Date: January 19, 2018

CITY OF AUSTIN

Signature: _____



**City of Austin
Purchasing Office
PO Box 1088
Austin, TX 78767**

Date: 3/30/18

Program Performance Measures

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

	<i>Period</i>			<i>Contract Term **</i>
	<i>1</i>	<i>2*</i>	<i>3*</i>	

Outputs

ID Output Measure Description

1	Total Number of Unduplicated Clients Served	626	626	626	1600
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Outcomes

	<i>1</i>	<i>2*</i>	<i>3*</i>	<i>Contract Term **</i>
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	Number of case-managed households that transition from homelessness into housing	131	131	225	419
1B	Number of households that exit the program	165	165	250	496
	Percent of case-managed households that transition from homelessness into housing	79.39	79.39	90	84.48
	Number of Homeless Households residing in Shelter programs receiving HHSD-funding who receive case management services	149	149	149	370
	Number of Homeless Households residing in Shelter programs receiving HHSD-funding	165	165	165	411
	Percent of Homeless Households residing in Shelter programs that receive case management services	90.3	90.3	90.3	90.02

* Goal Served May Include Carry-Over From Previous Period

** Goal Served Spans Contract Term / May Not Include Carry-Over / Clients Served Must Be < or = Sum of Periods)

Created: 4/20/2015 4:52:00 PM Last Modified, If Applicable: 12/27/2017 4:31:00 PM

Program Budget and Narrative

	<i>1</i>	<i>Period 2</i>	<i>3</i>	<i>Contract Start Contract End</i>	<i>9/1/2015 9/30/2018</i>
Period Start Date	9/1/2015	10/1/2016	10/1/2017		
Period End Date	9/30/2016	9/30/2017	9/30/2018		Total
Salary plus Benefits	\$559,694.00	\$567,698.00	\$578,271.00		\$1,705,663.00
General Operations Expenses	\$155,626.00	\$165,224.00	\$174,224.00		\$495,074.00
Program Subgrantees	\$0.00	\$0.00	\$0.00		\$0.00
Staff Travel	\$0.00	\$0.00	\$0.00		\$0.00
Conferences	\$0.00	\$0.00	\$0.00		\$0.00
Operations SubTotal	\$155,626.00	\$165,224.00	\$174,224.00		\$495,074.00
Food and Beverages for Clients	\$20,000.00	\$20,000.00	\$20,000.00		\$60,000.00
Financial Direct Assistance to Clients	\$30,000.00	\$30,000.00	\$30,000.00		\$90,000.00
Other Assistance Amount	\$0.00	\$0.00	\$0.00		\$0.00
Direct Assistance SubTotal	\$50,000.00	\$50,000.00	\$50,000.00		\$150,000.00
Capital Outlay Amount	\$0.00	\$0.00	\$0.00		\$0.00
Total	\$765,320.00	\$782,922.00	\$802,495.00		\$2,350,737.00
Total Period Percentage	32.56	33.31	34.14		

Detailed Budget Narrative

Salaries plus Benefits

Staff working in the program include Sr. Director Counseling/Therapeutic Services, Counseling Services Manager (3), Counselor (12), Residential Counseling Coordinator, Shelter Advocates (4), Shelter Advocate Case Aide, Resident Advisor (10), Resident Advisor Program Manager, Weekend Shift Manager, Shelter Advocacy Manager, Food Services Coordinator, Basic Needs Manager, Vice President Housing, Healing and Support, Sr. Director of Shelter and Children's Svcs., Shelter Operations Manager, Children's Activity Manager, Children's Advocate (6). Administrative staff include Chief Financial Officer, Grants Financial Manager, Chief Quality Officer, AP/AR Coordinator, Accounting Coordinator, Payroll Manager, Information Systems Director, and Information Systems Database Specialist. Benefits for funded staff include Social Security, Medicare, Unemployment Insurance, Health, Dental, Life, Work Comp Insurance, Retirement Vision and Short Term Disability Insurance.

General Op Expenses

Fiscal Audit, Program/General Office Supplies, Janitorial Supplies/Services, Maintenance/Building/Grounds Supplies, Telephone/Telecommunications, Utilities, Lawn Maintenance, Pest Control, Security Services, Security Maintenance and Monitoring, Trash Disposal, Facilities Maintenance/Repair Services, Facility Inspections, Equipment Rental, Postage, Printing, Copier, Property/Liability Insurance.

Program Subgrantees

Staff Travel

Conferences

Food and Beverage

Shelter food and beverages.

Financial Assistance

Financial assistance to clients for Housing, Hotel Shelter, Utility, Legal, Medical/Dental, Translation, Transportation, Food, Identification Assistance, Child Care, Education, Employment Assistance and Other direct client assistance.

Other Assistance

Created 3/23/2016 1:22:00 PM

Last Modified, If Applicable 12/6/2017 9:34:00 AM

Program Budget and Narrative

Capital Outlay



Amendment No. 3
to
Contract No. NG150000041
for
Social Services
between
THE SAFE ALLIANCE
DBA
SAFE
and the
CITY OF AUSTIN
(Victim Services)

- 1.0 The City of Austin and the Contractor hereby agree to the contract revisions listed below.
- 2.0 The total amount for this Amendment to the Agreement is **Thirty Five Thousand Two Hundred and Four dollars (\$35,204)**. The total Agreement amount is recapped below:

Term	Contract Change Amount	Total Contract Amount
Basic Term: (Sept. 1, 2015 – Sept. 30, 2018)	n/a	\$ 2,166,000
Amendment No. 1: Add funds to Contract and modify Exhibits	\$ 129,960	\$ 2,295,960
Amendment No. 2: Change to Vendor Name	\$ 0	\$ 2,295,960
Amendment No. 3: Add funds to Contract and modify Exhibits	\$ 35,204	\$ 2,331,164

- 3.0 The following changes have been made to the original contract EXHIBITS:

Exhibit B.1 -- Program Budget and Narrative is deleted in its entirety and replaced with a new **Exhibit B.1 -- Program Budget and Narrative**. [Revised 1/19/2017]

Exhibit E – Business Associate Agreement is added to the Agreement.

- 4.0 The following Terms and Conditions have been MODIFIED:

Section 1.2 **Responsibilities of the Grantee**. The Grantee shall provide all technical and professional expertise, knowledge, management, and other resources required for accomplishing all aspects of the tasks and associated activities identified in the Agreement Exhibits. The Grantee shall assure that all Agreement provisions are met by any Subgrantee performing services for the Grantee.

Section 4.1 **Agreement Amount.** The Grantee acknowledges and agrees that, notwithstanding any other provision of this Agreement, the maximum amount payable by the City under this Agreement for the initial 37 month term shall not exceed the amount approved by City Council, which is **\$2,331,164 (Two Million Three Hundred Thirty One Thousand One Hundred Sixty Four dollars)**, and \$782,922 (Seven Hundred Eighty Two Thousand Nine Hundred Twenty Two dollars) per 12 month extension option, for a total Agreement amount of \$4,679,930. Continuation of the Agreement beyond the initial 37 months is specifically contingent upon the availability and allocation of funding, and authorization by City Council.

Section 4.1.1.2 Transfers between or among the approved budget categories in excess of 10% or more than \$50,000 will require the City Agreement Manager's approval, and must meet all of the conditions outlined in Section 4.1.1.1 (ii) and (iii) above.

- i. The Grantee must submit a Budget Revision Form to the City **prior** to the submission of the Grantee's first monthly billing to the City following the transfer.

Section 4.1.2 Payment to the Grantee shall be made in the following increments:

4.1.2.2 For the Program Period of 10/1/2016 through 9/30/2017, the payment from the City to the Grantee shall not exceed \$782,922 (*Seven Hundred Eighty Two Thousand Nine Hundred Twenty Two dollars*);

4.1.2.3 For the Program Period of 10/1/2017 through 9/30/2018, the payment from the City to the Grantee shall not exceed \$782,922 (*Seven Hundred Eighty Two Thousand Nine Hundred Twenty Two dollars*).

Section 4.3.1 All requests accepted and approved for payment by the City will be paid within 30 calendar days of the City's receipt of the deliverables or of the invoice, whichever is later. Requests for payment received without the information required in Section 4.2 cannot be processed, will be returned to the Grantee, and City will make no payment in connection with such request.

Section 4.4 **Non-Appropriation.** The awarding or continuation of this Agreement is dependent upon the availability of funding and authorization by Council. The City's payment obligations are payable only and solely from funds appropriated and available for this Agreement. The absence of appropriated or other lawfully available funds shall render the Agreement null and void to the extent funds are not appropriated or available and any deliverables delivered but unpaid shall be returned to the Grantee. The City shall provide the Grantee written notice of the failure of the City to make an adequate appropriation for any fiscal year to pay the amounts due under the Agreement, or the reduction of any appropriation to an amount insufficient to permit the City to pay its obligations under the Agreement. In the event of non- or inadequate appropriation of funds, there will be no penalty or removal fees charged to the City.

Section 4.7.1 The City agrees to pay Grantee for services rendered under this Agreement and to reimburse Grantee for actual, eligible expenses incurred and paid in accordance with all terms and conditions of this Agreement. The City shall not be liable to Grantee for any costs incurred by Grantee which are not reimbursable as set forth in Section 4.8.

Section 4.7.4 The City shall not be liable to Grantee for any costs which have been paid under other agreements or from other funds. In addition, the City shall not be liable for any costs incurred by Grantee which were: a) incurred prior to the effective date of this Agreement or outside the Agreement period as referenced in Sections 4.1.2 and 4.8.1., or b) not billed to the City within 5 business days before the due date for the Grantee's annual Contract Progress Report or Contract Closeout Summary Report, whichever is applicable.

Section 4.7.6 Grantee shall deposit and maintain all funds received under this Agreement in either a separate numbered bank account or a general operating account, either of which shall be supported with the maintenance of a separate accounting with a specific chart which reflects specific revenues and expenditures for the monies received under this Agreement. The Grantee's accounting system must identify the specific expenditures, or portions of expenditures, against which funds under this Agreement are disbursed. Grantee must be able to produce an accounting system-generated report of exact expenses or portions of expenses charged to the City for any given time period.

Section 4.8.1 Reimbursement Only. Expenses and/or expenditures shall be considered reimbursable only if incurred during the current Program Period identified in Section 4.1.2, directly and specifically in the performance of this Agreement, and in conformance with the Agreement Exhibits. Grantee agrees that, unless otherwise specifically provided for in this Agreement, payment by the City under the terms of this Agreement is made on a reimbursement basis only; Grantee must have incurred and paid costs prior to those costs being invoiced and considered allowable under this Agreement and subject to payment by the City. Expenses incurred during the Program Period may be paid up to 30 days after the end of the Program Period and included in the Final Payment Request for the Program Period, which shall be due no later than 5 p.m. CST 5 business days before the due date for the Grantee's annual Contract Progress Report or Contract Closeout Summary Report, whichever is applicable.

Section 4.8.3 The City's prior written authorization is required in order for the following to be considered allowable costs. Inclusion in the budget within this Agreement constitutes "written authorization." The item shall be specifically identified in the budget. The City shall have the authority to make the final determination as to whether an expense is an allowable cost.

1. Alteration, construction, or relocation of facilities
2. Cash payments, including cash equivalent gift cards such as Visa, MasterCard and American Express
3. Equipment and other capital expenditures.
4. Interest, other than mortgage interest as part of a pre-approved budget under this Agreement
5. Organization costs (costs in connection with the establishment or reorganization of an organization)
6. Purchases of tangible, nonexpendable property, including fax machines, stereo systems, cameras, video recorder/players, microcomputers, software, printers, microscopes, oscilloscopes, centrifuges, balances and incubator, or any other item having a useful life of more than one year and an acquisition cost, including freight, of over \$5,000
7. Selling and marketing
8. Travel/training outside Travis County

Section 4.8.4 The following types of expenses are specifically **not allowable** with City funds under this Agreement. The City shall have the authority to make the final determination as to whether an expense is an allowable cost.

1. Alcoholic beverages
2. Bad debts
3. Compensation of trustees, directors, officers, or advisory board members, other than those acting in an executive capacity
4. Contingency provisions (funds). (Self-insurance reserves and pension funds are allowable.)
5. Defense and prosecution of criminal and civil proceedings, claims, appeals and patent infringement
6. Deferred costs
7. Depreciation
8. Donations and contributions including donated goods or space

9. Entertainment costs, other than expenses related to client incentives
10. Fines and penalties (including late fees)
11. Fundraising and development costs
12. Goods or services for officers' or employees' personal use
13. Housing and personal living expenses for organization's officers or employees
14. Idle facilities and idle capacity
15. Litigation-related expenses (including personnel costs) in action(s) naming the City as a Defendant
16. Lobbying or other expenses related to political activity
17. Losses on other agreements or casualty losses
18. Public relations costs, except reasonable, pre-approved advertising costs related directly to services provided under this Agreement
19. Taxes, other than payroll and other personnel-related levies
20. Travel outside of the United States of America

Section 4.9.5 Grantee shall provide the City with a copy of the completed Administrative and Fiscal Review (AFR) using the forms shown at <http://www.ctkodm.com/austin/>, and required AFR Attachments, including a copy of the Grantee's completed Internal Revenue Service Form 990 or 990EZ (Return of Organization Exempt from Income Tax) if applicable, for each calendar year to be due in conjunction with submission of the Grantee's annual financial audit report or financial review report as outlined in Section 4.12.4. If Grantee filed a Form 990 or Form 990EZ extension request, Grantee shall provide the City with a copy of that application of extension of time to file (IRS Form 2758) within 30 days of filing said form(s), and a copy of the final IRS Form 990 document(s) immediately upon completion.

Section 4.10.1 Grantee shall maintain written policies and procedures approved by its governing body and shall make copies of all policies and procedures available to the City upon request. At a minimum, written policies shall exist in the following areas: Financial Management; Subcontracting and/or Procurement; Equal Employment Opportunity; Personnel and Personnel Grievance; Nepotism; Non-Discrimination of Clients; Client Grievance; Drug Free Workplace; the Americans with Disabilities Act; Conflict of Interest; Whistleblower; and Criminal Background Checks.

Section 4.11.2 The City expressly reserves the right to monitor client-level data related to services provided under this Agreement. If the Grantee asserts that client-level data is legally protected from disclosure to the City, a specific and valid legal reference to this assertion must be provided and is subject to acceptance by the City's Law Department.

Section 4.11.3 Grantee shall provide the City with copies of all evaluation or monitoring reports received from other funding sources during the Agreement Term upon request following the receipt of the final report.

Section 4.12.2 If Grantee is not subject to the Single Audit Act, and expends \$750,000 or more during the Grantee's fiscal year, then Grantee shall have a full financial audit performed in accordance with Generally Accepted Auditing Standards (GAAS). If less than \$750,000 is expended, then a financial review is acceptable, pursuant to the requirements of this Agreement.

Section 4.12.4 Grantee must submit 1 Board-approved, bound hard copy of a complete financial audit report or financial review report, to include the original auditor Opinion Letter/Independent Auditor's Report within 270 calendar days of the end of Grantee's fiscal year, unless alternative arrangements are approved in writing by the City. The financial audit report or financial review report must include the Management Letter/Internal Controls Letter, if one was issued by the auditor. Grantee may not submit electronic copies of financial audit reports or financial review reports to the City. Financial audit reports or financial review reports must be provided in hard copy, and either mailed or hand-delivered to the City.

Section 4.12.6 The City will contact the Board Chair to verify that the auditor presented the financial audit report/financial review report to the Grantee's Board of Directors or a committee of the Board.

- i. Grantee's Board Chair must submit a signed and dated copy of the APH Board Certification form to the City as verification.

A signed and dated copy of the APH Board Certification form will be due to the City with the financial audit report/financial review report. The City will deem the financial audit report/financial review report incomplete if the Grantee fails to submit the Board Certification form, as required by this Section.

Section 8.6 **Business Continuity**. Grantee warrants that it has adopted a business continuity plan that describes how Grantee will continue to provide services in the event of an emergency or other unforeseen event, and agrees to maintain the plan on file for review by the City. Grantee shall provide a copy of the plan to the City's Agreement Manager upon request at any time during the term of this Agreement, and the requested information regarding the Business Continuity Plan shall appear in the annual Administrative and Fiscal Review document.

Section 8.21.1.4 require that all Subgrantees obtain and maintain, throughout the term of their Subagreement, insurance in the type required by this Agreement, and in amounts appropriate for the amount of the Subagreement, with the City being a named insured as its interest shall appear;

5.0 The following Terms and Conditions have been ADDED to the Agreement:

Section 4.3.3.8 identification of previously reimbursed expenses determined to be unallowable after payment was made.

Section 4.10.2 Grantee shall provide the City with copies of revised Articles of Incorporation and Doing Business As (DBA) certificates (if applicable) within 14 calendar days of receipt of the notice of filing by the Secretary of State's office. Grantee shall provide the City with copies of revised By-Laws within 14 calendar days of their approval by the Grantee's governing body.

Section 8.6.1 Grantee agrees to participate in the City's Emergency Preparedness and Response Plan and other disaster planning processes. Grantee participation includes assisting the City to provide disaster response and recovery assistance to individuals and families impacted by manmade or natural disasters.

Section 8.21.1.6 maintain and make available to the City, upon request, Certificates of Insurance for all Subgrantees.

Section 8.27 **Public Information Act**. Grantee acknowledges that the City is required to comply with Chapter 552 of the Texas Government Code (Public Information Act). Under the Public Information Act, this Agreement and all related information within the City's possession or to which the City has access are presumed to be public and will be released unless the information is subject to an exception described in the Public Information Act.

Section 8.28 **HIPAA Standards**. As applicable, Grantee and Subgrantees are required to develop and maintain administrative safeguards to ensure the confidentiality of all protected client information, for both electronic and non-electronic records, as established in the Health Insurance Portability and Accountability Act (HIPAA) Standards CFR 160 and 164, and to comply with all other applicable federal, state, and local laws and policies applicable to the confidentiality of protected client information. Grantee must maintain HIPAA-compliant Business Associate agreements with each entity with which it may share any protected client information.

8.28.1 Business Associate Agreement. If performance of this Agreement involves the use or disclosure of Protected Health Information (PHI), as that term is defined in 45 C.F.R. § 160.103, then Grantee acknowledges and agrees to comply with the terms and conditions contained in the Business Associate Agreement, attached as Exhibit E.

Section 8.29 **Political and Sectarian Activity.** No portion of the funds received by the Grantee under this Agreement shall be used for any political activity (including, but not limited to, any activity to further the election or defeat of any candidate for public office) or any activity undertaken to influence the passage, defeat, or final content of legislation; or for any sectarian or religious purposes.

Section 8.30 **Culturally and Linguistically Appropriate Standards (CLAS).** The City is committed to providing effective, equitable, understandable and respectful quality care and services that are responsive to diverse cultural beliefs and practices, preferred languages, health literacy, and other communication needs. This commitment applies to services provided directly by the City as well as services provided through its Grantees. Grantee and its Subgrantees agree to implement processes and services in a manner that is culturally and linguistically appropriate and competent. Guidance on adopting such standards and practices are available at the U.S. Department of Health and Human Services Office of Minority Health's website at: <https://minorityhealth.hhs.gov/omh/browse.aspx?lvl=1&lvlid=6>.

In some instances, failure to provide language assistance services may have the effect of discriminating against persons on the basis of their natural origin. Guidelines for serving individuals with Limited English Proficiency (LEP) are available at <https://www.lep.gov/faqs/faqs.html>.

6.0 MBE/WBE goals were not established for this Contract.

7.0 Based on the criteria in the City of Austin Living Wage Resolution #020509-91, the Living Wage requirement does not apply to this Contract.

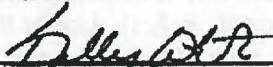
8.0 By signing this Amendment, the Contractor certifies that the Contractor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the Exclusion records found at SAM.gov, the State of Texas, or the City of Austin.

9.0 All other Contract terms and conditions remain the same.

BY THE SIGNATURES affixed below, this Amendment is hereby incorporated into and made a part of the above-referenced contract.

CONTRACTOR

Signature:

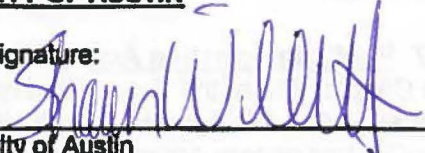


THE SAFE ALLIANCE DBA SAFE
Kelly White, Chief Executive Officer
P.O. Box 19454
Austin, TX 78757

Date: 3/13/17

CITY OF AUSTIN

Signature:



City of Austin
Purchasing Office
PO Box 1088
Austin, TX 78767

Date: 4/20/17

Program Budget and Narrative

	<i>1</i>	<i>Period 2</i>	<i>3</i>	<i>Contract Start Contract End</i>	<i>9/1/2015 9/30/2018</i>
<i>Period Start Date</i>	9/1/2015	10/1/2016	10/1/2017		
<i>Period End Date</i>	9/30/2016	9/30/2017	9/30/2018	Total	
<i>Salary plus Benefits</i>	\$559,694.00	\$567,698.00	\$567,698.00		\$1,695,090.00
<i>General Operations Expenses</i>	\$155,626.00	\$165,224.00	\$165,224.00		\$486,074.00
<i>Program Subcontractors</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Staff Travel</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Conferences</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Operations SubTotal</i>	\$155,626.00	\$165,224.00	\$165,224.00		\$486,074.00
<i>Food and Beverages for Clients</i>	\$20,000.00	\$20,000.00	\$20,000.00		\$60,000.00
<i>Financial Direct Assistance to Clients</i>	\$30,000.00	\$30,000.00	\$30,000.00		\$90,000.00
<i>Other Assistance Amount</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Direct Assistance SubTotal</i>	\$50,000.00	\$50,000.00	\$50,000.00		\$150,000.00
<i>Capital Outlay Amount</i>	\$0.00	\$0.00	\$0.00		\$0.00
Total	\$765,320.00	\$782,922.00	\$782,922.00		\$2,331,164.00
<i>Total Period Percentage</i>	32.83	33.59	33.59		

Detailed Budget Narrative

Salaries plus Benefits	Staff working in the program include Counseling Director, Counseling Services Manager (3), Counselor (9), Residential Counseling Coordinator, Survivor Support Specialist (4), Survivor Support Specialist Case Aide, Resident Advisor (8), Resident Advisor Program Mgr, Weekend Shift Mgr., Shelter Support Mgr, Food Services Coordinator, Basic Needs Mgr, Vice President SAFE, Sr. Dir. of Shelter and Children's Services, Shelter Operations Mgr., Children's Activity Mgr., Children's Advocate (6). Administrative staff include Chief Financial Officer, Grants Financial Mgr, Chief Quality Officer, AP/AR Coordinator, Accounting Coordinator, Payroll Mgr., Information Systems Director, and Information Systems Database Specialist. Benefits for funded staff include Social Security, Medicare, Unemployment Insurance, Health, Dental, Life, Work Comp Insurance, Retirement, Vision and Short Term Disability Insurance.
General Op Expenses	Fiscal Audit, Program/General Office Supplies, Janitorial Supplies/Services, Maintenance/Building/Grounds Supplies, Telephone/Telecommunications, Utilities, Lawn Maintenance, Pest Control, Security Services, Security Maintenance and Monitoring, Trash Disposal, Facilities Maintenance/Repair Services, Facility Inspections, Equipment Rental, Postage, Printing, Copier, Property/Liability Insurance.
Program Subcontractors	
Staff Travel	
Conferences	
Food and Beverage	Shelter food and beverages.
Financial Assistance	Financial assistance to clients for Housing, Hotel Shelter, Utility, Legal, Medical/Dental, Translation, Transportation, Food, Identification Assistance, Child Care, Education, Employment Assistance and Other direct client assistance.
Other Assistance	

Created 3/23/2016 1:22:00 PM

Last Modified, If Applicable 1/19/2017 1:25:00 PM

Program Budget and Narrative

Capital Outlay

BUSINESS ASSOCIATE AGREEMENT PROVISIONS

This Business Associate Agreement (the "Agreement"), is made by and between the Grantee (Business Associate) and the City (Covered Entity) (collectively the "Parties") to comply with privacy standards adopted by the U.S. Department of Health and Human Services as they may be amended from time to time, 45 C.F.R. parts 160 and 164 ("the Privacy Rule") and security standards adopted by the U.S. Department of Health and Human Services as they may be amended from time to time, 45 C.F.R. parts 160, 162 and 164, subpart C ("the Security Rule"), and the Health Information Technology for Economic and Clinical Health (HITECH) Act, Title XIII of Division A and Title IV of Division B of the American Recovery and Reinvestment Act of 2009 and regulations promulgated there under and any applicable state confidentiality laws.

RECITALS

WHEREAS, Business Associate provides services outlined in Exhibit A.1 to or on behalf of Covered Entity;

WHEREAS, in connection with these services, Covered Entity discloses to Business Associate certain protected health information that is subject to protection under the HIPAA Rules; and

WHEREAS, the HIPAA Rules require that Covered Entity receive adequate assurances that Business Associate will comply with certain obligations with respect to the PHI received, maintained, or transmitted in the course of providing services to or on behalf of Covered Entity.

NOW THEREFORE, in consideration of the mutual promises and covenants herein, and for other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the Parties agree as follows:

- A. Definitions. Terms used herein, but not otherwise defined, shall have meaning ascribed by the Privacy Rule and the Security Rule.
1. Breach. "Breach" shall have the same meaning as the term "breach" in 45 C.F.R. §164.502.
 2. Business Associate. "Business Associate" shall have the same meaning as the term "business associate" in 45 C.F.R. §160.103 and in reference to the party to this agreement, shall mean Grantee.
 3. Covered Entity. "Covered Entity" shall have the same meaning as the term "covered entity" in 45 C.F.R. §160.103 and in reference to the party to this agreement shall mean The City of Austin.
 4. Designated Record Set. "Designated Record Set" shall mean a group of records maintained by or for a Covered Entity that is: (i) the medical records and billing records about Individuals maintained by or for a covered health care provider; (ii) the enrollment, payment, claims adjudication, and case or medical management record systems maintained by or for a health plan; or (iii) used, in whole or in part, by or for the covered entity to make decisions about Individuals. For purposes of

this definition, the term "record" means any item, collection, or grouping of information that includes protected health information and is maintained, collected, used, or disseminated by or for a covered entity.

5. HIPAA Rules. The Privacy Rule and the Security Rule and amendments codified and promulgated by the HITECH Act are referred to collectively herein as "HIPAA Rules."
 6. Individual. "Individual" shall mean the person who is the subject of the protected health information.
 7. Incident. "Incident" means a potential or attempted unauthorized access, use, disclosure, modification, loss or destruction of PHI, which has the potential for jeopardizing the confidentiality, integrity or availability of the PHI.
 8. Protected Health Information ("PHI"). "Protected Health Information" or PHI shall have the same meaning as the term "protected health information" in 45 C.F.R. §160.103, limited to the information created, received, maintained or transmitted by Business Associate from or on behalf of covered entity pursuant to this Agreement.
 9. Required by Law. "Required by Law" shall mean a mandate contained in law that compels a use or disclosure of PHI.
 10. Secretary. "Secretary" shall mean the Secretary of the Department of Health and Human Services or his or her Designee.
 11. Sensitive Personal Information. "Sensitive Personal Information" shall mean an individual's first name or first initial and last name in combination with any one or more of the following items, if the name and the items are not encrypted: a) social security number; driver's license number or government-issued identification number; or account number or credit or debit card number in combination with any required security code, access code, or password that would permit access to an individual's financial account; or b) information that identifies an individual and relates to: the physical or mental health or condition of the individual; the provision of health care to the individual; or payment for the provision of health care to the individual.
 12. Subcontractor. "subcontractor" shall have the same meaning as the term "subcontractor" in 45 C.F.R. §160.103.
 13. Unsecured PHI. "Unsecured PHI" shall mean PHI that is not rendered unusable, unreadable, or indecipherable to unauthorized individuals through the use of a technology or methodology specified by the Secretary in the guidance issued under section 13402(h)(2) of Public Law 111-5.
- B. Purposes for which PHI May Be Disclosed to Business Associate. In connection with the services provided by Business Associate to or on behalf of Covered Entity described in this

Agreement, Covered Entity may disclose PHI to Business Associate for the purposes of providing a social service.

C. Obligations of Covered Entity. If deemed applicable by Covered Entity, Covered Entity shall:

1. provide Business Associate a copy of its Notice of Privacy Practices ("Notice") produced by Covered Entity in accordance with 45 C.F.R. 164.520 as well as any changes to such Notice;
2. provide Business Associate with any changes in, or revocation of, authorizations by Individuals relating to the use and/or disclosure of PHI, if such changes affect Business Associate's permitted or required uses and/or disclosures;
3. notify Business Associate of any restriction to the use and/or disclosure of PHI to which Covered Entity has agreed in accordance with 45 C.F.R. 164.522, to the extent that such restriction may affect Business Associate's use or disclosure of PHI;
4. not request Business Associate to use or disclose PHI in any manner that would not be permissible under the Privacy Rule if done by the Covered entity;
5. notify Business Associate of any amendment to PHI to which Covered Entity has agreed that affects a Designated Record Set maintained by Business Associate;
6. if Business Associate maintains a Designated Record Set, provide Business Associate with a copy of its policies and procedures related to an Individual's right to: access PHI; request an amendment to PHI; request confidential communications of PHI; or request an accounting of disclosures of PHI; and,
7. direct, review and control notification made by the Business Associate of individuals of breach of their Unsecured PHI in accordance with the requirements set forth in 45 C.F.R. § 164.404.

D. Obligations of Business Associate. Business Associate agrees to comply with applicable federal and state confidentiality and security laws, specifically the provisions of the HIPAA Rules applicable to business associates, including:

1. Use and Disclosure of PHI. Except as otherwise permitted by this Agreement or applicable law, Business Associate shall not use or disclose PHI except as necessary to provide Services described above to or on behalf of Covered Entity, and shall not use or disclose PHI that would violate the HIPAA Rules if used or disclosed by Covered Entity. Also, knowing that there are certain restrictions on disclosure of PHI. Provided, however, Business Associate may use and disclose PHI as necessary for the proper management and administration of Business Associate, or to carry out its legal responsibilities. Business Associate shall in such cases:

- (a) provide information and training to members of its workforce using or disclosing PHI regarding the confidentiality requirements of the HIPAA Rules and this Agreement;
 - (b) obtain reasonable assurances from the person or entity to whom the PHI is disclosed that: (a) the PHI will be held confidential and further used and disclosed only as Required by Law or for the purpose for which it was disclosed to the person or entity; and (b) the person or entity will notify Business Associate of any instances of which it is aware in which confidentiality of the PHI has been breached; and
 - (c) agree to notify the designated Privacy Officer of Covered Entity of any instances of which it is aware in which the PHI is used or disclosed for a purpose that is not otherwise provided for in this Agreement or for a purpose not expressly permitted by the HIPAA Rules.
- 2. Data Aggregation. In the event that Business Associate works for more than one Covered Entity, Business Associate is permitted to use and disclose PHI for data aggregation purposes, however, only in order to analyze data for permitted health care operations, and only to the extent that such use is permitted under the HIPAA Rules.
- 3. De-identified Information. Business Associate may use and disclose de-identified health information if written approval from the Covered Entity is obtained, and the PHI is de-identified in compliance with the HIPAA Rules. Moreover, Business Associate shall review and comply with the requirements defined under Section E. of this Agreement.
- 4. Safeguards.
 - (a) Business Associate shall maintain appropriate safeguards to ensure that PHI is not used or disclosed other than as provided by this Agreement or as Required by Law. Business Associate shall implement administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of any paper or electronic PHI it creates, receives, maintains, or transmits on behalf of Covered Entity.
 - (b) Business Associate shall assure that all PHI be secured when accessed by Business Associate's employees, agents or subcontractor. Any access to PHI by Business Associate's employees, agents or subcontractors shall be limited to legitimate business needs while working with PHI. Any personnel changes by Business Associate, eliminating the legitimate business needs for employees, agents or contractors access to PHI – either by revision of duties or termination – shall be immediately reported to Covered Entity. Such reporting shall be made no later than the third business day after the personnel change becomes effective.

5. Minimum Necessary. Business Associate shall ensure that all uses and disclosures of PHI are subject to the principle of “minimum necessary use and disclosure,” i.e., that only PHI that is the minimum necessary to accomplish the intended purpose of the use, disclosure, or request is used or disclosed; and, the use of limited data sets when possible.
6. Disclosure to Agents and Subcontractors. If Business Associate discloses PHI received from Covered Entity, or created or received by Business Associate on behalf of Covered Entity, to agents, including a subcontractor, Business Associate shall require the agent or subcontractor to agree to the same restrictions and conditions as apply to Business Associate under this Agreement. Business Associate shall ensure that any agent, including a subcontractor, agrees to implement reasonable and appropriate safeguards to protect the confidentiality, integrity, and availability of the paper or electronic PHI that it creates, receives, maintains, or transmits on behalf of the Covered Entity. Business Associate shall be liable to Covered Entity for any acts, failures or omissions of the agent or subcontractor in providing the services as if they were Business Associate’s own acts, failures or omissions, to the extent permitted by law. Business Associate further expressly warrants that its agents or subcontractors will be specifically advised of, and will comply in all respects with, the terms of this Agreement.
7. Individual Rights Regarding Designated Record Sets. If Business Associate maintains a Designated Record Set on behalf of Covered Entity Business Associate agrees as follows:
 - (a) Individual Right to Copy or Inspection. Business Associate agrees that if it maintains a Designated Record Set for Covered Entity that is not maintained by Covered Entity, it will permit an Individual to inspect or copy PHI about the Individual in that set as directed by Covered Entity to meet the requirements of 45 C.F.R. § 164.524. If the PHI is in electronic format, the Individual shall have a right to obtain a copy of such information in electronic format and, if the Individual chooses, to direct that an electronic copy be transmitted directly to an entity or person designated by the individual in accordance with HITECH section 13405 (c). Under the Privacy Rule, Covered Entity is required to take action on such requests as soon as possible, but not later than 30 days following receipt of the request. Business Associate agrees to make reasonable efforts to assist Covered Entity in meeting this deadline. The information shall be provided in the form or format requested if it is readily producible in such form or format; or in summary, if the Individual has agreed in advance to accept the information in summary form. A reasonable, cost-based fee for copying health information may be charged. If Covered Entity maintains the requested records, Covered Entity, rather than Business Associate shall permit access according to its policies and procedures implementing the Privacy Rule.

- (b) Individual Right to Amendment. Business Associate agrees, if it maintains PHI in a Designated Record Set, to make amendments to PHI at the request and direction of Covered Entity pursuant to 45 C.F.R. §164.526. If Business Associate maintains a record in a Designated Record Set that is not also maintained by Covered Entity, Business Associate agrees that it will accommodate an Individual's request to amend PHI only in conjunction with a determination by Covered Entity that the amendment is appropriate according to 45 C.F.R. §164.526.
 - (c) Accounting of Disclosures. Business Associate agrees to maintain documentation of the information required to provide an accounting of disclosures of PHI, whether PHI is paper or electronic format, in accordance with 45 C.F.R. §164.528 and HITECH Sub Title D Title VI Section 13405 (c), and to make this information available to Covered Entity upon Covered Entity's request, in order to allow Covered Entity to respond to an Individual's request for accounting of disclosures. Under the Privacy Rule, Covered Entity is required to take action on such requests as soon as possible but not later than 60 days following receipt of the request. Business Associate agrees to use its best efforts to assist Covered Entity in meeting this deadline but not later than 45 days following receipt of the request. Such accounting must be provided without cost to the individual or Covered Entity if it is the first accounting requested by an individual within any 12 month period; however, a reasonable, cost-based fee may be charged for subsequent accountings if Business Associate informs the individual in advance of the fee and is afforded an opportunity to withdraw or modify the request. Such accounting is limited to disclosures that were made in the six (6) years prior to the request (not including disclosures prior to the compliance date of the Privacy Rule) and shall be provided for as long as Business Associate maintains the PHI.
8. Internal Practices, Policies and Procedures. Except as otherwise specified herein, Business Associate shall make available its internal practices, books, records, policies and procedures relating to the use and disclosure of PHI, received from or on behalf of Covered Entity to the Secretary or his or her agents for the purpose of determining Covered Entity's compliance with the HIPAA Rules, or any other health oversight agency, or to Covered Entity. Records requested that are not protected by an applicable legal privilege will be made available in the time and manner specified by Covered Entity or the Secretary.
9. Notice of Privacy Practices. Business Associate shall abide by the limitations of Covered Entity's Notice of which it has knowledge. Any use or disclosure permitted by this Agreement may be amended by changes to Covered Entity's Notice; provided, however, that the amended Notice shall not affect permitted uses and disclosures on which Business Associate relied prior to receiving notice of such amended Notice.

10. Withdrawal of Authorization. If the use or disclosure of PHI in this Agreement is based upon an Individual's specific authorization for the use or disclosure of his or her PHI, and the Individual revokes such authorization, the effective date of such authorization has expired, or such authorization is found to be defective in any manner that renders it invalid, Business Associate shall, if it has notice of such revocation, expiration, or invalidity, cease the use and disclosure of the Individual's PHI except to the extent it has relied on such use or disclosure, or if an exception under the Privacy Rule expressly applies.
11. Knowledge of HIPAA Rules. Business Associate agrees to review and understand the HIPAA Rules as it applies to Business Associate, and to comply with the applicable requirements of the HIPAA Rule, as well as any applicable amendments.
12. Information Incident Notification for PHI. Business Associate will report any successful Incident of which it becomes aware and at the request of the Covered Entity, will identify: the date of the Incident, scope of Incident, Business Associate's response to the Incident, and the identification of the party responsible for causing the Incident.
13. Information Breach Notification for PHI. Business Associate expressly recognizes that Covered Entity has certain reporting and disclosure obligations to the Secretary and the Individual in case of a security breach of unsecured PHI. Where Business Associate accesses, maintains, retains, modifies, records, stores, destroys, or otherwise holds, uses or discloses unsecured paper or electronic PHI, Business Associate immediately following the "discovery" (within the meaning of 45 C.F.R. §164.410(a)) of a breach of such information, shall notify Covered Entity of such breach. Initial notification of the breach does not need to be in compliance with 45 C.F.R. §164.404(c); however, Business Associate must provide Covered Entity with all information necessary for Covered Entity to comply with 45 C.F.R. §164.404(c) without reasonable delay, and in no case later than three days following the discovery of the breach. Business Associate shall be liable for the costs associated with such breach if caused by the Business Associate's negligent or willful acts or omissions, or the negligent or willful acts or omissions of Business Associate's agents, officers, employees or subcontractors.
14. Breach Notification to Individuals. Business Associate's duty to notify Covered Entity of any breach does not permit Business Associate to notify those individuals whose PHI has been breached by Business Associate without the express written permission of Covered Entity to do so. Any and all notification to those individuals whose PHI has been breached shall be made by the Business Associate under the direction, review and control of Covered Entity. The Business Associate will notify the Covered Entity via telephone with follow-up in writing to include; name of individuals whose PHI was breached, information breached, date of breach, form of breach, etc. The cost of the notification will be paid by the Business Associate.
15. Information Breach Notification for Other Sensitive Personal Information. In addition to the reporting under Section D.12, Business Associate shall notify

Covered Entity of any breach of computerized Sensitive Personal Information (as determined pursuant to Title 11, subtitle B, chapter 521, Subchapter A, Section 521.053, Texas Business & Commerce Code) to assure Covered Entity's compliance with the notification requirements of Title 11, Subtitle B, Chapter 521, Subchapter A, Section 521.053, Texas Business & Commerce Code. Accordingly, Business Associate shall be liable for all costs associated with any breach caused by Business Associate's negligent or willful acts or omissions, or those negligent or willful acts or omissions of Business Associate's agents, officers, employees or subcontractors.

E. Permitted Uses and Disclosures by Business Associates. Except as otherwise limited in this Agreement, Business Associate may use or disclose Protected Health Information to perform functions, activities, or services for, or on behalf of, Covered Entity as specified in this Business Associates Agreement or in a Master Services Agreement, provided that such use or disclosure would not violate the HIPAA Rules if done by Covered Entity or the minimum necessary policies and procedures of the Covered Entity. Also, Business Associate may use PHI to report violations of law to appropriate Federal and State authorities, consistent with the HIPAA Rules.

1. Use. Business Associate will not, and will ensure that its directors, officers, employees, contractors and other agents do not, use PHI other than as permitted or required by Business Associate to perform the Services or as required by law, but in no event in any manner that would constitute a violation of the Privacy Standards or Security standards if used by Covered Entity.
2. Disclosure. Business Associate will not, and will ensure that its directors, officers, employees, contractors, and other agents do not, disclose PHI other than as permitted pursuant to this arrangement or as required by law, but in no event disclose PHI in any manner that would constitute a violation of the Privacy Standards or Security Standards if disclosed by Covered Entity.
3. Business Associate acknowledges and agrees that Covered Entity owns all right, title, and interest in and to all PHI, and that such right, title, and interest will be vested in Covered Entity. Neither Business Associate nor any of its employees, agents, consultants or assigns will have any rights in any of the PHI, except as expressly set forth above. Business Associate represents, warrants, and covenants that it will not compile and/or distribute analyses to third parties using any PHI without Covered Entity's express written consent.

F. Application of Security and Privacy Provisions to Business Associate.

1. Security Measures. Sections 164.308, 164.310, 164.312 and 164.316 of Title 45 of the Code of Federal Regulations dealing with the administrative, physical and technical safeguards as well as policies, procedures and documentation requirements that apply to Covered Entity shall in the same manner apply to Business Associate. Any additional security requirements contained in Sub Title D of Title IV of the HITECH Act that apply to Covered Entity shall also apply to Business Associate. Pursuant to

the foregoing requirements in this section, the Business Associate will implement administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of the paper or electronic PHI that it creates, has access to, or transmits. Business Associate will also ensure that any agent, including a subcontractor, to whom it provides such information, agrees to implement reasonable and appropriate safeguards to protect such information. Business Associate will ensure that PHI contained in portable devices or removable media is encrypted.

2. Annual Guidance. For the first year beginning after the date of the enactment of the HITECH Act and annually thereafter, the Secretary shall annually issue guidance on the most effective and appropriate technical safeguards for use in carrying out the sections referred to in subsection (a) and the security standards in subpart C of part 164 of title 45, Code of Federal Regulations. Business Associate shall, at their own cost and effort, monitor the issuance of such guidance and comply accordingly.
3. Privacy Provisions. The enhanced HIPAA privacy requirements including but not necessarily limited to accounting for certain PHI disclosures for treatment, restrictions on the sale of PHI, restrictions on marketing and fundraising communications, payment and health care operations contained Subtitle D of the HITECH Act that apply to the Covered entity shall equally apply to the Business Associate.
4. Application of Civil and Criminal Penalties. If Business Associate violates any security or privacy provision specified in subparagraphs (1) and (2) above, sections 1176 and 1177 of the Social Security Act (42 U.S.C. 1320d-5, 1320d-6) shall apply to Business Associate with respect to such violation in the same manner that such sections apply to Covered Entity if it violates such provisions.

G. Term and Termination.

1. Term. This Agreement shall be effective as of the Effective Date and shall be terminated when all PHI provided to Business Associate by Covered Entity, or created or received by Business Associate on behalf of Covered Entity, is destroyed or returned to Covered Entity.
2. Termination for Cause. Upon Covered entity's knowledge of a material breach by Business Associate, Covered Entity shall either:
 - a. Provide an opportunity for Business Associate to cure the breach within 30 days of written notice of such breach or end the violation and terminate this Agreement, whether it is in the form of a stand alone agreement or an addendum to a Master Services Agreement, if Business Associate does not cure the breach or end the violation within the time specified by Covered Entity; or
 - b. Immediately terminate this Agreement whether it is in the form of a stand alone agreement or an addendum to a Master Services Agreement if

Business associate has breached a material term of this Agreement and cure is not possible.

3. Effect of Termination. Upon termination of this Agreement for any reason, Business Associate agrees to return or destroy all PHI received from Covered Entity, or created or received by Business Associate on behalf of Covered Entity, maintained by Business Associate in any form. If Business Associate determines that the return or destruction of PHI is not feasible, Business Associate shall inform Covered Entity in writing of the reason thereof, and shall agree to extend the protections of this Agreement to such PHI and limit further uses and disclosures of the PHI to those purposes that make the return or destruction of the PHI not feasible for so long as Business Associate retains the PHI.

H. Miscellaneous.

1. Indemnification. To the extent permitted by law, Business Associate agrees to indemnify and hold harmless Covered Entity from and against all claims, demands, liabilities, judgments or causes of action of any nature for any relief, elements of recovery or damages recognized by law (including, without limitation, attorney's fees, defense costs, and equitable relief), for any damage or loss incurred by Covered Entity arising out of, resulting from, or attributable to any acts or omissions or other conduct of Business Associate or its agents in connection with the performance of Business Associate's or its agents' duties under this Agreement. This indemnity shall apply even if Covered Entity is alleged to be solely or jointly negligent or otherwise solely or jointly at fault; provided, however, that a trier of fact finds Covered Entity not to be solely or jointly negligent or otherwise solely or jointly at fault. This indemnity shall not be construed to limit Covered Entity's rights, if any, to common law indemnity.

Covered Entity shall have the option, at its sole discretion, to employ attorneys selected by it to defend any such action, the costs and expenses of which shall be the responsibility of Business Associate. Covered Entity shall provide Business Associate with timely notice of the existence of such proceedings and such information, documents and other cooperation as reasonably necessary to assist Business Associate in establishing a defense to such action.

These indemnities shall survive termination of this Agreement, and Covered Entity reserves the right, at its option and expense, to participate in the defense of any suit or proceeding through counsel of its own choosing.

2. Mitigation. If Business Associate violates this Agreement or either of the HIPAA Rules, Business Associate agrees to mitigate any damage caused by such breach.
3. Rights of Proprietary Information. Covered Entity retains any and all rights to the proprietary information, confidential information, and PHI it releases to Business Associate.
4. Survival. The respective rights and obligations of Business Associate under Section E.3 of this Agreement shall survive the termination of this Agreement.

5. Notices. Any notices pertaining to this Agreement shall be given in writing and shall be deemed duly given when personally delivered to a Party or a Party's authorized representative as listed in Section 8.7 of the agreement between the City and Grantee or sent by means of a reputable overnight carrier, or sent by means of certified mail, return receipt requested, postage prepaid. A notice sent by certified mail shall be deemed given on the date of receipt or refusal of receipt.
6. Amendments. This Agreement may not be changed or modified in any manner except by an instrument in writing signed by a duly authorized officer of each of the Parties hereto. The Parties, however, agree to amend this Agreement from time to time as necessary, in order to allow Covered Entity to comply with the requirements of the HIPAA Rules.
7. Choice of Law. This Agreement and the rights and the obligations of the Parties hereunder shall be governed by and construed under the laws of the State of Texas without regard to applicable conflict of laws principles.
8. Assignment of Rights and Delegation of Duties. This Agreement is binding upon and inures to the benefit of the Parties hereto and their respective successors and permitted assigns. However, neither Party may assign any of its rights or delegate any of its obligations under this Agreement without the prior written consent of the other Party, which consent shall not be unreasonably withheld or delayed. Notwithstanding any provisions to the contrary, however, Covered Entity retains the right to assign or delegate any of its rights or obligations hereunder to any of its wholly owned subsidiaries, affiliates or successor companies. Assignments made in violation of this provision are null and void.
9. Nature of Agreement. Nothing in this Agreement shall be construed to create (i) a partnership, joint venture or other joint business relationship between the Parties or any of their affiliates, (ii) any fiduciary duty owed by one Party to another Party or any of its affiliates, or (iii) a relationship of employer and employee between the Parties.
10. No Waiver. Failure or delay on the part of either Party to exercise any right, power, privilege or remedy hereunder shall not constitute a waiver thereof. No provision of this Agreement may be waived by either Party except by a writing signed by an authorized representative of the Party making the waiver.
11. Equitable Relief. Any disclosure of misappropriation of PHI by Business Associate in violation of this Agreement will cause Covered Entity irreparable harm, the amount of which may be difficult to ascertain. Business Associate therefore agrees that Covered Entity shall have the right to apply to a court of competent jurisdiction for specific performance and/or an order restraining and enjoining Business Associate from any such further disclosure or breach, and for such other relief as Covered Entity shall deem appropriate. Such rights are in addition to any other remedies available to Covered Entity at law or in equity. Business Associate expressly waives the defense that a remedy in damages will be adequate, and further waives any requirement in an action for specific performance or injunction for the posting of a bond by Covered Entity.

12. Severability. The provisions of this Agreement shall be severable, and if any provision of this Agreement shall be held or declared to be illegal, invalid or unenforceable, the remainder of this Agreement shall continue in full force and effect as though such illegal, invalid or unenforceable provision had not been contained herein.
13. No Third Party Beneficiaries. Nothing in this Agreement shall be considered or construed as conferring any right or benefit on a person not a party to this Agreement nor imposing any obligations on either Party hereto to persons not a party to this Agreement.
14. Headings. The descriptive headings of the articles, sections, subsections, exhibits and schedules of this Agreement are inserted for convenience only, do not constitute a part of this Agreement and shall not affect in any way the meaning or interpretation of this Agreement.
15. Entire Agreement. This Agreement, together with all Exhibits, Riders and amendments, if applicable, which are fully completed and signed by authorized persons on behalf of both Parties from time to time while this Agreement is in effect, constitutes the entire Agreement between the Parties hereto with respect to the subject matter hereof and supersedes all previous written or oral understandings, agreements, negotiations, commitments, and any other writing and communication by or between the Parties with respect to the subject matter hereof. In the event of any inconsistencies between any provisions of this Agreement in any provisions of the Exhibits, Riders, or amendments, the provisions of this Agreement shall control.
16. Interpretation. Any ambiguity in this Agreement shall be resolved in favor of a meaning that permits Covered Entity to comply with the HIPAA Rules and any applicable state confidentiality laws. The provisions of this Agreement shall prevail over the provisions of any other agreement that exists between the Parties that may conflict with, or appear inconsistent with, any provision of this Agreement or the HIPAA Rules.
17. Regulatory References. A citation in this Agreement to the Code of Federal Regulations shall mean the cited section as that section may be amended from time to time.



Amendment No. 2
to
Contract No. NG150000041
for
Social Services
Between
Travis County Domestic Violence and Sexual Assault Survival Center
dba SAFEPLACE
and the
City of Austin

1.0 The Contract is hereby amended as follows: Change the vendor name as requested and documented by the vendor.

	From	To
Vendor Name	Travis County Domestic Violence and Sexual Assault Survival Center dba SAFEPLACE	The SAFE Alliance dba SAFE
Vendor Code	CEN1049250	AUS0512000
FEIN	[REDACTED]	[REDACTED]

2.0 All other terms and conditions of the Contract remain unchanged and in full force and effect.

BY THE SIGNATURE affixed below, this Amendment No. 2 is hereby incorporated into and made a part of the Contract.

A handwritten signature in cursive script that reads "Linell Goodin-Brown".

Linell Goodin-Brown
Contract Compliance Supervisor
City of Austin, Purchasing Office

2-13-17

Date

**CERTIFICATE OF MERGER
FOR
NONPROFIT CORPORATIONS**

FINAL
FILED
In the Office of the
Secretary of State of Texas
DEC 22 2016
Corporations Section

Pursuant to Chapter 10 and Title 2 of the Texas Business Organizations Code, the undersigned parties submit this Certificate of Merger.

**ARTICLE I.
PARTIES TO MERGER**

The name, organizational form, state of incorporation, and file number issued by the Secretary of State for each organization that is a party to the merger are as follows:

1. Party One. The SAFE Alliance, a nonprofit corporation organized under the laws of the State of Texas. The file number issued to the organization by the Secretary of State is 801603588. The organization's principal place of business is 1515 A Grove Blvd., Austin, Texas 78741. The organization will not survive the merger.

2. Party Two. Austin Children's Shelter, a nonprofit corporation organized under the laws of the State of Texas. The file number issued to the organization by the Secretary of State is 70487001. The organization's principal place of business is 1515 A Grove Blvd., Austin, Texas 78741. The organization will survive the merger. The plan of merger amends the name of the organization and the new name is "The SAFE Alliance."

3. Party Three. Travis County Domestic Violence and Sexual Assault Survival Center, a nonprofit corporation organized under the laws of the State of Texas. The file number issued to the organization by the Secretary of State is 42932801. The organization's principal place of business is 1515 A Grove Blvd., Austin, Texas 78741. The organization will survive the merger. The plan of merger amends the name of the organization and the new name is "The SAFE Alliance Facilities Holdings."

**ARTICLE II.
ALTERNATIVE STATEMENTS**

In lieu of providing the plan of merger, each domestic nonprofit corporation certifies that:

1. A plan of merger is on file at the principal place of business of each surviving, acquiring, or new domestic or foreign nonprofit corporation that is named in this Certificate of Merger as a party to the merger or an organization created by the merger.

2. On written request, a copy of the plan of merger will be furnished without cost by each surviving, acquiring, or new domestic or foreign nonprofit corporation to any member of any domestic nonprofit corporation that is a party to or created by the plan of merger and, if the certificate of merger identifies multiple surviving domestic nonprofit corporations or non-code

organizations, to any creditor or obligee of the parties to the merger at the time of the merger if a liability or obligation is then outstanding.

3. The plan of merger effected an amendment and restatement of the certificate of formation of a surviving nonprofit corporation. The amendments being made and the name of the surviving entity restating its certificate of formation are set forth in the restated certificate of formation containing amendments attached hereto as Exhibit A.

4. The plan of merger effected amendments to the certificate of formation of a surviving nonprofit corporation. The amendments being made and the name of the surviving entity amending its certificate of formation are set forth in the certificate of amendment attached hereto as Exhibit B.

ARTICLE III. APPROVAL OF THE PLAN OF MERGER

The plan of merger has been approved as required by the laws of the jurisdiction of formation of each organization that is a party to the merger and by the governing documents of those organizations.

ARTICLE IV. EFFECTIVENESS OF FILING

This document becomes effective at a later date, which is not more than ninety (90) days from the date of signing. The delayed effective date is January 1, 2017.

ARTICLE V. TAX CERTIFICATE

In lieu of providing the tax certificate, one or more of the surviving, acquiring or newly created organizations will be liable for the payment of the required franchise taxes.

[signature page follows]

The undersigned sign this document subject to the penalties imposed by law for the submission of a materially false or fraudulent instrument. The undersigned certify that the statements contained herein are true and correct, and that the persons signing are authorized under the provisions of the Texas Business Organizations Code, or other law applicable to and governing each of the merging entities, to execute this filing instrument.

Date: 7th, 2016

THE SAFE ALLIANCE

By: Kelly White
Name: Kelly White
Title: Secretary

AUSTIN CHILDREN'S SHELTER

By: Kelly White
Name: Kelly White
Title: Secretary

TRAVIS COUNTY DOMESTIC VIOLENCE
AND SEXUAL ASSAULT SURVIVAL CENTER

By: Kelly White
Name: Kelly White
Title: Secretary

EXHIBIT A

**THIRD RESTATED CERTIFICATE OF FORMATION
WITH NEW AMENDMENTS
OF
AUSTIN CHILDREN'S SHELTER
(TO BE RENAMED THE SAFE ALLIANCE)**

1. The name of the filing entity is Austin Children's Shelter. Pursuant hereto, the name of the filing entity is to be changed to The SAFE Alliance.
2. The filing entity is a non-profit corporation.
3. The file number issued to the filing entity by the Secretary of State is 70487001.
4. The date of formation of the filing entity is May 16, 1984.
5. Each new amendment has been made in accordance with the provisions of the Texas Business Organizations Code (the "Code"). The amendments to the Certificate of Formation and the Third Restated Certificate of Formation have been approved in the manner required by the Code and by the governing documents of the filing entity.
6. The Third Restated Certificate of Formation, which is attached to this form as Exhibit A, accurately states the text of the Certificate of Formation being restated and each amendment to the Certificate of Formation being restated that is in effect, and as further amended by the Third Restated Certificate of Formation. The attached Third Restated Certificate of Formation does not contain any other change in the certificate of formation being restated except for the information permitted to be omitted by the provisions of the Code applicable to the filing entity.
7. This document becomes effective at a later date, which is not more than ninety (90) days from the date of signing. The delayed effective date is January 1, 2017.
8. The undersigned affirms that the person designated as registered agent in the Third Restated Certificate of Formation has consented to the appointment. The undersigned signs this document subject to the penalties imposed by law for the submission of a materially false or fraudulent instrument and certifies under penalty of perjury that the undersigned is authorized under the provisions of law governing the entity to execute the filing instrument.

Dated Dec. 7th, 2016

AUSTIN CHILDREN'S SHELTER

By:


Kelly White, Chief Executive Officer

EXHIBIT A
THIRD RESTATED
CERTIFICATE OF FORMATION
OF
THE SAFE ALLIANCE

Article I

The filing entity being formed is a nonprofit corporation. The name of the entity is The SAFE Alliance (hereinafter, the "Corporation").

Article II

The business address of the registered office of the Corporation is 1515 A Grove Blvd., Austin, Texas 78760. The name of its registered agent is Wendie Abramson.

Article III

The Corporation is organized pursuant to the Texas Business Organizations Code (the "Code"). The Corporation is organized exclusively for charitable, religious, educational, and/or scientific purposes, including, for such purposes, the making of distributions to organizations that qualify as exempt organizations under section 501(c)(3) of the Internal Revenue Code, or corresponding section of any future federal tax code. Specifically, but not limiting the foregoing, the purpose of the Corporation is to coordinate and enhance the work of victim/survivor nonprofit organizations in responding to and preventing child, domestic and sexual abuse in Travis County. The Corporation may not take action that is inconsistent with the requirements of tax-exemption under Section 501(c)(3) of the Internal Revenue Code..

Article IV

The Corporation will have no members.

Article V

The management of the affairs of the corporation is vested in its Board of Directors and such committees of the Board that the Board may, from time-to-time, establish. The number of directors constituting the initial Board of Directors shall be fixed or determined by, or in the manner provided in, the bylaws of the Corporation. The Bylaws will provide the qualifications, manner of selection, duties, terms and other matters relating to the Board of Directors. The names and addresses of the persons currently serving as directors are:

Theresa Garza	P.O. Box 19454 Austin, Texas 78760
Gretchen Ellis	P.O. Box 19454 Austin, Texas 78760
Celina Romero	P.O. Box 19454 Austin, Texas 78760
Sandy Griffin	P.O. Box 19454 Austin, Texas 78760
Boone Almanza	P.O. Box 19454 Austin, Texas 78760
Cameron Brown	P.O. Box 19454 Austin, Texas 78760
Noel Busch Armendariz	P.O. Box 19454 Austin, Texas 78760
Gerardo Castillo	P.O. Box 19454 Austin, Texas 78760
Janet Heher	P.O. Box 19454 Austin, Texas 78760
Felicia Hester	P.O. Box 19454 Austin, Texas 78760
Amanda Hodges	P.O. Box 19454 Austin, Texas 78760
Chris Huston	P.O. Box 19454 Austin, Texas 78760
Shannon Hutcheson	P.O. Box 19454 Austin, Texas 78760
Bob May	P.O. Box 19454 Austin, Texas 78760
MariBen Ramsey	P.O. Box 19454 Austin, Texas 78760

James "Chico" Parker	P.O. Box 19454 Austin, Texas 78760
Kelly Rodgers	P.O. Box 19454 Austin, Texas 78760
Chance Sampson	P.O. Box 19454 Austin, Texas 78760
Cindy Sights	P.O. Box 19454 Austin, Texas 78760
Michael Simons	P.O. Box 19454 Austin, Texas 78760
Todd Stewart	P.O. Box 19454 Austin, Texas 78760

Kathy Terry	P.O. Box 19454 Austin, Texas 78760
Upali Weerasooriya	P.O. Box 19454 Austin, Texas 78760
Rachel Wyatt	P.O. Box 19454 Austin, Texas 78760
Diana Young	P.O. Box 19454 Austin, Texas 78760
Melinda Young	P.O. Box 19454 Austin, Texas 78760

Article VI

An action that is required or is permitted to be taken at a meeting of the Corporation's directors or a committee may be taken without a meeting if a written consent, stating the action to be taken, is signed and dated by the number of directors or committee members necessary to take that action at a meeting at which all of the directors or committee members are present and voting.

Article VII

No part of the net earnings of the Corporation shall inure to the benefit of, or be distributable to its trustees, officers, or other private persons, except that the Corporation shall be authorized and empowered to pay reasonable compensation for services rendered and to make payments and distributions in furtherance of the purposes set forth in Article III hereof. No substantial part of the activities of the Corporation shall be the carrying on of propaganda, or otherwise attempting to influence legislation, and the Corporation shall not participate in, or intervene in any political campaign on behalf of any candidate for public office. Notwithstanding any other provision of this Certificate, the Corporation shall not carry on any other activities not permitted to be carried on (a) by a corporation exempt from federal income tax under section 501(c)(3) of the Internal Revenue Code, or (b) by a corporation, contributions to which are deductible under section 170(c)(2) of the Internal Revenue Code, or corresponding section of any future federal tax code.

Article VIII

Upon dissolution of the Corporation, after payment or provision for payment of the Corporation's liabilities has been made, the Corporation's remaining assets shall be distributed to one or more organizations that serve victims and survivors of sexual and domestic assault and child abuse and that are selected by majority vote of the Board of Directors, provided that each such organization is, at the time of such distribution, an organization exempt under Section 501(c)(3) of the Internal Revenue Code. Any such assets not so disposed of shall be disposed of by the District Court of the county in which the principal office of the Corporation is then located, exclusively for such purposes, or to such eligible organization or organizations as said court shall determine.

Article IX

To the maximum extent permitted by Chapter 8, Subchapter C of the Code, the Corporation shall indemnify any person who is or was a director of the Corporation against any and all judgments, penalties (including excise and similar taxes), fines, settlements and reasonable expenses actually incurred by such person in connection with a proceeding (as defined in Chapter 8, Subchapter C of the Code) because of that person's service or status as a director. Further, the Corporation shall pay or reimburse reasonable expenses incurred by a director who was, is or is threatened to be made a party in a proceeding, in advance of the final disposition of the proceeding, to the maximum extent permitted by Chapter 8, Subchapter C of the Code; provided, however, that payment or reimbursement of expenses pursuant to the procedures set out in Section 8.104 of the Code may be conditioned upon a showing, satisfactory to the Board of Directors in its sole discretion, of the financial ability of the officer or director in question to make the repayment referred to in Section 8.104. The Corporation shall indemnify and advance expenses to any person who is or was an officer of the Corporation in the same manner and to the same extent as the Corporation indemnifies and advances expenses to any person who is or was a director of the Corporation. Further, the Corporation may indemnify, and may reimburse or advance expenses to or purchase and maintain insurance or any other

arrangement on behalf of, any person who is or was a director, officer, employee or agent of the Corporation, or who is or was serving at the request of the Corporation as a director, officer, employee, agent or similar functionary of another corporation, employee benefit plan, other enterprise, or other organization in connection with any liability asserted against such person because of such service or status, to such further extent, consistent with Chapter 8, Subchapter C of the Code and other applicable law, as the Board of Directors may from time to time determine. The provisions of this Article IX shall not be deemed exclusive of any other rights to which any such person may be entitled under any bylaw, agreement, insurance policy, or otherwise. No amendment, modification or repeal of this Article IX shall in any manner terminate, reduce or impair the right of any person to be indemnified by the Corporation in accordance with the provisions of this Article IX as in effect immediately prior to such amendment, modification or repeal with respect to claims arising from or relating to matters occurring prior to such amendment, modification or repeal, regardless of when such claims may arise or be asserted.

Article X

A director of the Corporation shall not be liable to the Corporation for monetary damages for any act or omission in the director's capacity as a director, except that this Article X does not eliminate or limit the liability of a director for:

- (a) a breach of a director's duty of loyalty to the Corporation;
- (b) an act or omission not in good faith or that constitutes a breach of duty of the director to the Corporation or an act or omission that involves intentional misconduct or a knowing violation of the law;
- (c) a transaction from which a director received an improper benefit, whether or not the benefit resulted from an action taken within the scope of the director's office; or
- (d) an act or omission for which the liability of a director is expressly provided by an applicable statute.

If the Code or any successor statutes are amended to authorize action further limiting or eliminating the personal liability of directors, then the liability of a director of the Corporation shall be eliminated or limited to the fullest extent permitted by such statutes, as so amended. Any repeal or amendment of such statutes or of the foregoing paragraph shall not adversely affect any right of protection of a director of the Corporation existing at the time of such repeal or modification.

Article XI

Except as this Certificate otherwise provides, the Corporation has all the powers provided in the Code. Moreover, the Corporation has all implied powers necessary and proper to carry out its express powers. All amendments and changes to this Certificate must be approved by at least two-thirds of the directors present at a meeting where a quorum is present.

EXHIBIT B

**CERTIFICATE OF AMENDMENT TO THE
CERTIFICATE OF FORMATION OF
TRAVIS COUNTY DOMESTIC VIOLENCE AND SEXUAL
ASSAULT SURVIVAL CENTER**

1. The name of the filing entity is Travis County Domestic Violence and Sexual Assault Survival Center.
2. The filing entity is a domestic nonprofit corporation.
3. The file number issued to the filing entity by the Secretary of State is 42932801.
4. The date of formation of the entity is March 9, 1978.
5. The amendment changes the Certificate of Formation to change the article or provision that states the purpose of the filing entity. Article One is amended to read in its entirety as follows:

The name of the corporation is The SAFE Alliance Facilities Holdings.

6. The amendment changes the Certificate of Formation to change the article or provision that states the purpose of the filing entity. Article Four is amended to read in its entirety as follows:

Subject to the provisions of the Texas Business Organizations Code, the corporation is organized and shall be operated exclusively for educational, charitable and other purposes permitted to be carried on by a corporation exempt from federal income tax under Section 501(c)(3) of the Internal Revenue Code of 1986, as amended, or any corresponding provision of any future United States Internal Revenue Law.

7. The amendment changes the Certificate of Formation to change the article or provision stating the name of the registered agent and registered office of the filing entity. Article Six is amended to read in its entirety as follows:

The street address of the registered office of the corporation is 1515 A Grove Boulevard, Austin, Texas 78741 and the name of its registered agent at that address is Wendie Abramson.

8. This amendment to the Certificate of Formation has been approved in the manner required by the Texas Business Organizations Code and the governing documents of the entity.

9. This document becomes effective at a later date, which is not more than ninety (90) days from the date of signing. The delayed effective date is January 1, 2017.

The undersigned signs this document subject to the penalties imposed by law for the submission of a materially false or fraudulent instrument and certifies under penalty of perjury that the undersigned is authorized under the provisions of law governing the entity to execute the filing instrument.

Dated: Dec 7th, 2016.

TRAVIS COUNTY DOMESTIC
VIOLENCE AND SEXUAL ASSAULT
SURVIVAL CENTER

By: Kelly White

Name: Kelly White

Title: CEO & Secretary



Amendment No. 1
to
Contract No. NG150000041
for
Social Services
between
**TRAVIS COUNTY DOMESTIC VIOLENCE AND
SEXUAL ASSAULT SURVIVAL CENTER**
DBA
SAFEPLACE
and the
CITY OF AUSTIN
(Victim Services)

- 1.0 The City of Austin and the Contractor hereby agree to the contract revisions listed below.
- 2.0 The total amount for this Amendment to the Contract is **One Hundred Twenty Nine Thousand Nine Hundred Sixty dollars (\$129,960)**. The total Contract amount is recapped below:

Term	Contract Change Amount	Total Contract Amount
Basic Term: (Sept. 1, 2015 – Sept. 30, 2018)	n/a	\$ 2,166,000
Amendment No. 1: Add funds to Contract and modify Exhibits	\$ 129,960	\$ 2,295,960

- 3.0 The following changes have been made to the original contract EXHIBITS:

Exhibit A.2 -- Program Performance Measures is deleted in its entirety and replaced with a new **Exhibit A.2 -- Program Performance Measures**. [Revised 3/23/2016]

Exhibit B.1 -- Program Budget and Narrative is deleted in its entirety and replaced with a new **Exhibit B.1 -- Program Budget and Narrative**. [Revised 3/23/2016]

- 4.0 The following contract TERMS and CONDITIONS have been revised:

Section 4.1 [Contract Amount]. The Grantee acknowledges and agrees that, notwithstanding any other provision of this Contract, the maximum amount payable by the City under this Contract for the initial thirty-seven (37) month term shall not exceed the amount approved by City Council, which is **\$2,295,960 (Two Million Two Hundred Ninety Five Thousand Nine Hundred Sixty dollars)**, and **\$765,320 (Seven Hundred Sixty Five Thousand Three Hundred Twenty dollars)** per twelve (12) month extension option, for a total Contract amount of \$4,591,920. Continuation of

the Contract beyond the initial thirty-seven (37) months is specifically contingent upon the availability and allocation of funding by City Council.

Section 4.1.2 Payment to the Grantee shall be made in the following increments:

4.1.2.1 For the Program Period of September 1, 2015 through September 30, 2016, the payment from the City to the Grantee shall not exceed \$765,320 (*Seven Hundred Sixty Five Thousand Three Hundred Twenty dollars*);

4.1.2.2 For the Program Period of October 1, 2016 through September 30, 2017, the payment from the City to the Grantee shall not exceed \$765,320 (*Seven Hundred Sixty Five Thousand Three Hundred Twenty dollars*);

4.1.2.3 For the Program Period of October 1, 2017 through September 30, 2018, the payment from the City to the Grantee shall not exceed \$765,320 (*Seven Hundred Sixty Five Thousand Three Hundred Twenty dollars*).

5.0 MBE/WBE goals were not established for this Contract.

6.0 Based on the criteria in the City of Austin Living Wage Resolution #020509-91, the Living Wage requirement does not apply to this Contract.

7.0 By signing this Amendment, the Contractor certifies that the Contractor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the Exclusion records found at SAM.gov, the State of Texas, or the City of Austin.

8.0 All other Contract terms and conditions remain the same.

BY THE SIGNATURES affixed below, this Amendment is hereby incorporated into and made a part of the above-referenced Contract.

CONTRACTOR

Signature:



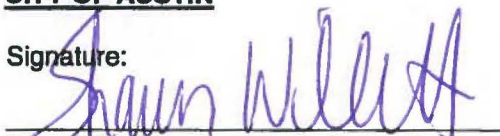
TRAVIS COUNTY DOMESTIC VIOLENCE
AND SEXUAL ASSAULT SURVIVAL
CENTER DBA SAFEPLACE
Melinda Cantu, Executive Director
1515-A Grove Boulevard
Austin, TX 78741

Date:

3/28/2016

CITY OF AUSTIN

Signature:



City of Austin
Purchasing Office
PO Box 1088
Austin, TX 78767

Date:

7/7/16

Program Performance Measures

		Period			Contract Term
		1	2	3	
	Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
	End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

		Period			Contract Term **
		1	2*	3*	
Outputs					
ID	Output Measure Description				
1	Total Number of Unduplicated Clients Served	626	626	626	1600

		Period			Contract Term **
		1	2*	3*	
Outcomes					
ID	Outcome Measure Description				
	Number of case-managed households that transition from homelessness into housing	131	131	131	325
1B	Number of households that exit the program	165	165	165	411
	Percent of case-managed households that transition from homelessness into housing	79.39	79.39	79.39	79.08
	Number of Homeless Households residing in Shelter programs receiving HHSD-funding who receive case management services	149	149	149	370
	Number of Homeless Households residing in Shelter programs receiving HHSD-funding	165	165	165	411
	Percent of Homeless Households residing in Shelter programs that receive case management services	90.3	90.3	90.3	90.02

* Goal Served May Include Carry-Over From Previous Period

** Goal Served Spans Contract Term / May Not Include Carry-Over / Clients Served Must Be < or = Sum of Periods)

Created: 4/20/2015 4:52:00 PM Last Modified, If Applicable: 3/23/2016 1:20:00 PM

Program Budget and Narrative

	1	2	3	Contract Start Contract End
		Period		9/1/2015 9/30/2018
Period Start Date	9/1/2015	10/1/2016	10/1/2017	
Period End Date	9/30/2016	9/30/2017	9/30/2018	Total
Salary plus Benefits	\$559,694.00	\$559,694.00	\$559,694.00	\$1,679,082.00
General Operations Expenses	\$155,626.00	\$155,626.00	\$155,626.00	\$466,878.00
Program Subcontractors	\$0.00	\$0.00	\$0.00	\$0.00
Staff Travel	\$0.00	\$0.00	\$0.00	\$0.00
Conferences	\$0.00	\$0.00	\$0.00	\$0.00
Operations SubTotal	\$155,626.00	\$155,626.00	\$155,626.00	\$466,878.00
Food and Beverages for Clients	\$20,000.00	\$20,000.00	\$20,000.00	\$60,000.00
Financial Direct Assistance to Clients	\$30,000.00	\$30,000.00	\$30,000.00	\$90,000.00
Other Assistance Amount	\$0.00	\$0.00	\$0.00	\$0.00
Direct Assistance SubTotal	\$50,000.00	\$50,000.00	\$50,000.00	\$150,000.00
Capital Outlay Amount	\$0.00	\$0.00	\$0.00	\$0.00
Total	\$765,320.00	\$765,320.00	\$765,320.00	\$2,295,960.00
Total Period Percentage	33.33	33.33	33.33	

Detailed Budget Narrative

Salaries plus Benefits

Staff working in the program include Counseling Director, Counseling Services Manager (3), Counselor (9), Residential Counseling Coordinator, Survivor Support Specialist (4), Resident Advisor (8), Resident Advisor Program Mgr, Shelter Advocacy Mgr, Food Services Coordinator, Basic Needs Mgr, VP of SafePlace; Residential and Survivor Support Services, Sr. Dir. of Shelter and Children's Services, Children's Activity Mgr, Children's Advocate (5). Administrative staff include Chief Financial Officer, Grants Financial Mgr, Chief Quality Officer, AP/AR Coordinator, Accounting Coordinator, Payroll Mgr, Information Systems Database Director, and Information Systems Database Specialist. Benefits for funded staff include Social Security, Medicare, Unemployment Insurance, Health, Dental, Life, Work Comp Insurance, Retirement, Vision and Short Term Disability Insurance.

General Op Expenses

Fiscal Audit, Program/General Office Supplies, Janitorial Supplies/Services, Maintenance/Building/Grounds Supplies, Telephone/Telecommunications, Utilities, Lawn Maintenance, Pest Control, Security Services, Security Maintenance and Monitoring, Trash Disposal, Facilities Maintenance/Repair Services, Facility Inspections, Equipment Rental, Postage, Printing, Copier, Property/Liability Insurance.

Program Subcontractors

Staff Travel

Conferences

Food and Beverage

Shelter food and beverages.

Financial Assistance

Financial assistance to clients for Housing, Hotel Shelter, Utility, Legal, Medical/Dental, Translation, Transportation, Food, Identification Assistance, Child Care, Education, Employment Assistance and Other direct client assistance.

Other Assistance

Created 3/23/2016 1:22:00 PM

Last Modified, If Applicable

Program Budget and Narrative

Capital Outlay

Agency Name	Program Name	Original 37-Month Funding Amount	Original 3, 12-Month Extension Options	Original Total Contract Amount	Increase to 37-Month Agreement	Amended 37-Month Amount Funding Amount	Amended 3, 12-Month Extension Options	Amended Total Contract Amount
Any Baby Can of Austin, Inc.	Ready Families Collaborative	\$4,459,737	\$1,486,579	\$8,919,474	\$267,582	\$4,727,319	\$1,575,773	\$9,454,638
Austin Independent School District	Primetime	\$1,921,833	\$640,611	\$3,843,666	\$115,308	\$2,037,141	\$679,047	\$4,074,282
Austin Recovery	Self Sufficiency Continuum Services	\$1,371,249	\$457,083	\$2,742,498	\$82,272	\$1,453,521	\$484,507	\$2,907,042
Caritas of Austin	Best Single Source Plus	\$9,992,721	\$3,330,907	\$19,985,442	\$599,562	\$10,592,283	\$3,530,761	\$21,184,566
Child Inc.	Early Steps to School Readiness Summer and After	\$1,293,750	\$431,250	\$2,587,500	\$77,625	\$1,371,375	\$457,125	\$2,742,750
Communities in Schools of Central Texas	Case Management & Pebble Project	\$1,427,469	\$475,823	\$2,854,938	\$85,647	\$1,513,116	\$504,372	\$3,026,232
Easter Seals - Central Texas, Inc.	Housing Services, Early Childhood, Comprehensive	\$1,002,735	\$334,245	\$2,005,470	\$60,162	\$1,062,897	\$354,299	\$2,125,794
Family Eldercare, Inc.	Essential senior, adult with disabilities and caregivers	\$1,053,519	\$351,173	\$2,107,038	\$63,210	\$1,116,729	\$372,243	\$2,233,458
Goodwill Industries Central Texas	Ready to Work	\$2,095,977	\$698,659	\$4,191,954	\$125,757	\$2,221,734	\$740,578	\$4,443,468
Meals on Wheels and More	Meals on Wheels	\$1,302,849	\$434,283	\$2,605,698	\$78,168	\$1,381,017	\$460,339	\$2,762,034
Travis County Domestic Violence & Sexual Assault Survival Center dba	Victim Services	\$2,166,000	\$722,000	\$4,332,000	\$129,960	\$2,295,960	\$765,320	\$4,591,920
Workforce Solutions	Workforce and Education Readiness Continuum	\$7,520,967	\$2,506,989	\$15,041,934	\$451,257	\$7,972,224	\$2,657,408	\$15,944,448
Youth and Family Alliance dba Lifeworks	Collective Impact Continuum	\$2,428,800	\$809,600	\$4,857,600	\$145,728	\$2,574,528	\$858,176	\$5,149,056
Total					\$2,282,238	\$40,319,844	\$13,439,948	\$80,639,688

Applications Funded in Response to RFP EAD0116
Self Sufficiency Social Services

Evaluation Score	Agency Name	Program Name	37-Month Funding	3, 12-Month Extension Options	Total Contract Amount
118	Youth & Family Alliance (Lifeworks)	Collective Impact Continuum	\$2,428,800	\$809,600	\$4,857,600
115	Meals on Wheels and More	Meals on Wheels	\$1,302,849	\$434,283	\$2,605,698
115	Any Baby Can	Ready Families Collaborative (C-11)	\$4,459,737	\$1,486,579	\$8,919,474
115	Austin Child Guidance Center	Underserved Families Mental Health Program	\$536,376	\$178,792	\$1,072,752
114	Casa Marianella	Emergency Shelter	\$544,320	\$181,440	\$1,088,640
113	Communities in Schools	Case Management & Pebble Project	\$1,427,469	\$475,823	\$2,854,938
113	Travis County Domestic ... (SafePlace)	Expect Respect	\$494,760	\$164,920	\$989,520
113	Theatre Action Project (Creative Action)	Del Valle Collaborative Afterschool Program (C-3)	\$845,934	\$281,978	\$1,691,868
113	Family Eldercare	Living Well Collaborative (C-6)	\$514,764	\$171,588	\$1,029,528
111	Travis County Domestic ... (SafePlace)	Victim Services	\$2,166,000	\$722,000	\$4,332,000
111	Family Eldercare	Counseling Services	\$164,955	\$54,985	\$329,910
111	Caritas of Austin	BSS+ (C-12)	\$9,992,721	\$3,330,907	\$19,985,442
110	Austin Recovery	Self Sufficiency Continuum Services	\$1,371,249	\$457,083	\$2,742,498
110	Caritas of Austin	Mental and Behavioral Health Services	\$643,377	\$214,459	\$1,286,754
110	The ARC of the Capital Area	Family & Juvenile Transition Services	\$183,726	\$61,242	\$367,452
109	Family Eldercare	Money Management	\$210,000	\$70,000	\$420,000
109	Foundation Communities	Afterschool Summer Youth Program	\$420,000	\$140,000	\$840,000
109	Capital Area Food Bank	Food Bank Services	\$681,141	\$227,047	\$1,362,282
109	Foundation Communities	Tax Prep & Financial Programs	\$371,250	\$123,750	\$742,500
108	VinCare Services of Austin	Saint Louise House	\$273,000	\$91,000	\$546,000
107	Helping the Aging, Needy and Disabled (HAND)	Charitable Care/Sliding Scale	\$120,933	\$40,311	\$241,866
106	Samaritan Center	Whole Body Mental Health Services	\$285,390	\$95,130	\$570,780
106	Foundation for the Homeless	Family Rehousing Initiative	\$713,958	\$237,986	\$1,427,916
106	Austin Children's Shelter	Wrap Around Residential Program	\$264,600	\$88,200	\$529,200
105	Planned Parenthood	Sisters Saving Sisters Program	\$144,612	\$48,204	\$289,224
105	Family Eldercare	Medication Management	\$163,800	\$54,600	\$327,600

Evaluation Score	Agency Name	Program Name	37-Month Funding	3, 12-Month Extension Options	Total Contract Amount
105	Workforce Solutions	Workforce and Education Readiness Continuum (C-13)	\$7,520,967	\$2,506,989	\$15,041,934
104	Salvation Army	Pathways & Partnerships	\$681,864	\$227,288	\$1,363,728
103	Court Appointed Special Advocates (CASA)	Transitioning Youth Program	\$120,000	\$40,000	\$240,000
102	Goodwill Industries Central Texas	Ready to Work	\$2,095,977	\$698,659	\$4,191,954
99	Easter Seals	Housing Services, Early Childhood, Comprehensive Outpatient Rehab, Youth Leaving Services, Adult Services	\$1,002,735	\$334,245	\$2,005,470
97	African American Youth Harvest Foundation	Enrichment of Low Income Youth	\$489,774	\$163,258	\$979,548
97	Texas Rio Grande Legal Aid	Legal Services	\$548,346	\$182,782	\$1,096,692
92	YWCA	YW Counseling & Referral Ctr (YWERC)	\$348,714	\$116,238	\$697,428
90	Austin ISD	Victory	\$615,600	\$205,200	\$1,231,200
82	Austin ISD	Primetime	\$1,921,833	\$640,611	\$3,843,666
82	Child Inc.	Early Steps to School Readiness Summer and After School Program	\$1,293,750	\$431,250	\$2,587,500
*	Council on At-Risk Youth (CARY)	Ounce of Prevention	\$480,000	\$160,000	\$960,000
*	River City Youth Foundation	Dove Springs	\$350,400	\$116,800	\$700,800
Total					\$96,391,362

* Council on At-Risk Youth (CARY) and River City Youth Foundation were disqualified from the RFA process by the Purchasing Office due to non-compliance with the solicitation requirements.

**Travis County Domestic Violence and Sexual Assault Survival Center d/b/a
SafePlace**

Solicitation # EAD0116, City of Austin application for Self-Sufficiency Social Services

Envelope 2–Application Documents
Table of Contents

1. Executive Summary.....	Pages 1A-2A
2. Application	
Part I: Program Overview and Strategy.....	Pages 1-23
Part II: Cost Effectiveness.....	Pages 23-25
Part III: Local Business Presence.....	Page 25
Part IV: Bonus Evaluation Points.....	Pages 26-27
3. Attachments	
A. Logic Models	
B. Grant monitoring reports	
C. Resumes/job descriptions of key personnel	
D. Healthy Service Environment Policies	
4. Offer Sheet	
5. Forms	
A. Section 0605 - Local Business Presence	
B. Section 0615 - Connection to Self-Sufficiency Goals and Life Continuum Categories	
C. Section 0640 - Program Performance Measures and Goals	
D. Section 0645 – Program Staff Positions and Time	
E. Section 0650 – Program Budget and Narrative	
F. Section 0655 – Program Funding Summary	
G. Section 0835 – Non-Resident Bidder Provisions	



CITY OF AUSTIN, TEXAS
Purchasing Office
REQUEST FOR APPLICATION (RFA)

SOLICITATION NO: EAD0116

DATE ISSUED: 2/24/14

COMMODITY CODE: 95243

**FOR CONTRACTUAL AND TECHNICAL
ISSUES CONTACT THE FOLLOWING
AUTHORIZED CONTACT PERSON:**

Erin D'Vincent

Senior Buyer

Phone: (512) 972-4017

E-Mail: Erin.D'Vincent@austintexas.gov

Questions regarding the RFA shall be sent to
CityHSRFA2014@austintexas.gov

COMMODITY/SERVICE DESCRIPTION: Self Sufficiency Social
Services

**NON-MANDATORY PRE-PROPOSAL CONFERENCE DATE AND
TIME OPTION ONE:** 3/5/14, 2 PM – 4 PM, local time

LOCATION: Rutherford Lane Campus, Building 1 Auditorium
1520 Rutherford Lane, Austin, TX 78754

**NON-MANDATORY PRE-PROPOSAL CONFERENCE DATE AND
TIME OPTION TWO:** 3/19/14, 9 AM – 11 AM, local time

LOCATION: Rutherford Lane Campus, Building 1 Auditorium
1520 Rutherford Lane, Austin, TX 78754

APPLICATION DUE PRIOR TO: 4/24/14, 11 AM, local time

APPLICATION CLOSING TIME AND DATE: 4/24/14, 11 AM, local
time

LOCATION: MUNICIPAL BUILDING, 124 W 8th STREET
RM 308, AUSTIN, TEXAS 78701

All documents shall be submitted the address below:

City of Austin, Purchasing Office
Municipal Building
124 W 8 th Street, Rm 308
Austin, Texas 78701
Reception Phone: (512) 974-2500

Please note, you should have two sealed envelopes with your Offer. All Offers that are not submitted in separate, sealed envelopes or containers will not be considered. Your Offer should consist of a sealed envelope or container with your Threshold Review Checklist and all accompanying documents and a separate sealed envelope or container with your Application and electronic copies.

**SUBMIT 1 ORIGINAL AND 6 ELECTRONIC COPIES OF YOUR RESPONSE ON A CD OR
FLASH DRIVE**

*****SIGNATURE FOR SUBMITTAL REQUIRED ON PAGE 3 OF THIS DOCUMENT*****

This solicitation is comprised of the following required sections. Please ensure to carefully read each section including those incorporated by reference. By signing this document, you are agreeing to all the items contained herein and will be bound to all terms.

SECTION NO.	TITLE	PAGES
0100	STANDARD PURCHASE DEFINITIONS	*
0200	STANDARD SOLICITATION INSTRUCTIONS	*
0300	STANDARD PURCHASE TERMS AND CONDITIONS	*
0400	SUPPLEMENTAL PURCHASE PROVISIONS	5
0500	SCOPE OF WORK	10
0600	PROPOSAL PREPARATION INSTRUCTIONS & EVALUATION FACTORS	14
0605	LOCAL BUSINESS PRESENCE IDENTIFICATION FORM – Complete and return	1
0610	APPLICATION THRESHOLD CHECKLIST	1
0615	CONNECTION TO THE GOALS AND CATEGORIES	1
0620	CLIENT ELIGIBILITY REQUIREMENTS	4
0625	HOMELESS HOUSING HABILITY STANDARDS	1
0630	HOMELESS MANAGEMENT INFORMATION SYSTEMS	1
0635	DEFINING EVIDENCE GUIDELINE	1
0640	PROGRAM PERFORMANCE MEASURES AND GOALS	1
0645	PROGRAM STAFF POSITIONS AND TIME	1
0650	PROGRAM BUDGET AND NARRATIVE	4
0655	PROGRAM FUNDING SUMMARY	1
0800	NON-DISCRIMINATION CERTIFICATION	*
0805	NON-SUSPENSION OR DEBARMENT CERTIFICATION	*
0810	NON-COLLUSION, NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING CERTIFICATION	*
0835	NONRESIDENT BIDDER PROVISIONS – Complete and return	1

*** Documents are hereby incorporated into this Solicitation by reference, with the same force and effect as if they were incorporated in full text. The full text versions of these Sections are available, on the Internet at the following online address:**

http://www.austintexas.gov/financeonline/vendor_connection/index.cfm#STANDARDBIDDOCUMENTS

If you do not have access to the Internet, you may obtain a copy of these Sections from the City of Austin Purchasing Office located in the Municipal Building, 124 West 8th Street, Room #308 Austin, Texas 78701; phone (512) 974-2500. Please have the Solicitation number available so that the staff can select the proper documents. These documents can be mailed, expressed mailed, or faxed to you.

I agree to abide by the City's MBE/WBE Procurement Program Ordinance and Rules. In cases where the City has established that there are no M/WBE subcontracting goals for a solicitation, I agree that by submitting this offer my firm is completing all the work for the project and not subcontracting any portion. If any service is needed to perform the contract that my firm does not perform with its own workforce or supplies, I agree to contact the Small and Minority Business Resources Department (SMBR) at (512) 974-7600 to obtain a list of MBE and WBE firms available to perform the service and am including the completed No Goals Utilization Plan with my submittal. This form can be found Under the Standard Bid Document Tab on the Vendor Connection Website:

http://www.austintexas.gov/financeonline/vendor_connection/index.cfm#STANDARDBIDDOCUMENTS

If I am awarded the contract I agree to continue complying with the City's MBE/WBE Procurement Program Ordinance and Rules including contacting SMBR if any subcontracting is later identified.

The undersigned, by his/her signature, represents that he/she is submitting a binding offer and is authorized to bind the respondent to fully comply with the solicitation document contained herein. The Respondent, by submitting and signing below, acknowledges that he/she has received and read the entire document packet sections defined above including all documents incorporated by reference, and agrees to be bound by the terms therein.

Company Name: TRAVIS COUNTY DOMESTIC VIOLENCE SEXUAL ASSAULT SURVIVAL CENTER, dba SAFEPLACE

Federal Tax ID No.: [REDACTED]

Printed Name of Officer or Authorized Representative: JULIA SPANN

Title: EXECUTIVE DIRECTOR

Signature of Officer or Authorized Representative: *Julia E. Spann*

E-Mail Address: jspann@safeplace.org

Phone Number: 512-356-1556

* Application response must be submitted with this Offer sheet to be considered for award



**CONTRACT BETWEEN
THE CITY OF AUSTIN
AND
TRAVIS COUNTY DOMESTIC VIOLENCE AND
SEXUAL ASSAULT SURVIVAL CENTER
DBA
SAFEPLACE
FOR
SOCIAL SERVICES
(Victim Services)**

CONTRACT NO. NG150000041

CONTRACT AMOUNT: \$2,166,000

This Contract is made by and between the City of Austin ("the City") acting by and through its Health and Human Services Department ("HHSD"), a home-rule municipality incorporated by the State of Texas, and Travis County Domestic Violence and Sexual Assault Survival Center *dba* SafePlace ("Contractor"), a Texas non-profit corporation, having offices at 1515 A Grove Boulevard, Austin, TX 78741.

SECTION 1. GRANT OF AUTHORITY, SERVICES AND DUTIES

1.1 Engagement of the Contractor. Subject to the general supervision and control of the City and subject to the provisions of the Terms and Conditions contained herein, the Contractor is engaged to provide the services set forth in the attached Contract Exhibits.

1.2 Responsibilities of the Contractor. The Contractor shall provide all technical and professional expertise, knowledge, management, and other resources required for accomplishing all aspects of the tasks and associated activities identified in the Contract Exhibits. The Contractor shall assure that all Contract provisions are met by the Subcontractor.

1.3 Responsibilities of the City. The City's Contract Manager will be responsible for exercising general oversight of the Contractor's activities in completing the Program Work Statement. Specifically, the Contract Manager will represent the City's interests in resolving day-to-day issues that may arise during the term of this Contract, shall participate regularly in conference calls or meetings for status reporting, shall promptly review any written reports submitted by the Contractor, and shall approve all requests for payment, as appropriate. The City's Contract Manager shall give the Contractor timely feedback on the acceptability of progress and task reports. The Contract Manager's oversight of the Contractor's activities shall be for the City's benefit and shall not imply or create any partnership or joint venture as between the City and the Contractor.

1.4 Designation of Key Personnel. The City's Contract Manager for this Contract, to the extent stated in the preceding section 1.3, shall be responsible for oversight and monitoring of Contractor's performance under this Contract as needed to represent the City's interest in the Contractor's performance.

1.4.1 The City's Contract Manager, Natasha Ponczek Shoemake or designee:

- may meet with Contractor to discuss any operational issues or the status of the services or work to be performed; and

-shall promptly review all written reports submitted by Contractor, determine whether the reports comply with the terms of this Contract, and give Contractor timely feedback on the adequacy of progress and task reports or necessary additional information.

1.4.2 Contractor's Contract Manager, Julia Spann, Executive Director, or designee, shall represent the Contractor with regard to performance of this Contract and shall be the designated point of contact for the City's Contract Manager.

1.4.3 If either party replaces its Contract Manager, that party shall promptly send written notice of the change to the other party. The notice shall identify a qualified and competent replacement and provide contact information.

SECTION 2. TERM

2.1 **Term of Contract.** The Contract shall be in effect for a term of thirty seven (37) months beginning September 1, 2015 and ending September 30, 2018, and may be extended thereafter for up to three (3) additional twelve (12) month periods, subject to the approval of the Contractor and the City Purchasing Officer or their designee.

2.1.1 Upon expiration of the initial term or period of extension, the Contractor agrees to hold over under the terms and conditions of this Contract for such a period of time as is reasonably necessary to re-solicit and/or complete the project (not to exceed 120 calendar days unless mutually agreed upon in writing).

SECTION 3. PROGRAM WORK STATEMENT

3.1 **Contractor's Obligations.** The Contractor shall fully and timely provide all services described in the attached Contract Exhibits in strict accordance with the terms, covenants, and conditions of the Contract and all applicable Federal, State, and local laws, rules, and regulations.

SECTION 4. COMPENSATION AND REPORTING

4.1 **Contract Amount.** The Contractor acknowledges and agrees that, notwithstanding any other provision of this Contract, the maximum amount payable by the City under this Contract for the initial thirty seven (37) month term shall not exceed the amount approved by City Council, which is **\$2,166,000 (Two Million One Hundred Sixty Six Thousand dollars)**, and \$722,000 (*Seven Hundred Twenty Two Thousand dollars*) per twelve (12) month extension option, for a total Contract amount of \$4,332,000. Continuation of the Contract beyond the initial thirty seven (37) months is specifically contingent upon the availability and allocation of funding by City Council.

4.1.1 The Contractor shall expend City funds according to the approved budget categories described in Exhibit B.1, Program Budget and Narrative.

4.1.1.1 **Budget Revision:** The Contractor may make transfers between or among budget categories with the City Contract Manager's prior approval, provided that:

- i. The cumulative amount of the transfers between direct budget categories (Personnel, Operating Expenses, Direct Assistance and/or Equipment/Capital Outlay) is not more than 10% of the program period total –or– \$50,000, whichever is less;
- ii. the transfer will not increase or decrease the total monetary obligation of the City under this Contract; and
- iii. the transfers will not change the nature, performance level, or scope of the program funded under this Contract.

4.1.1.2 Transfers between or among budget categories in excess of 10% will require the City Contract Manager's approval, and must meet all of the conditions outlined in Section 4.1.1.1 (ii) and (iii) above.

- i. The CONTRACTOR must submit a Budget Revision Form to the City **prior** to the submission of the CONTRACTOR'S first monthly billing to the City following the transfer.

4.1.2 Payment to the Contractor shall be made in the following increments:

4.1.2.1 For the Program Period of September 1, 2015 through September 30, 2016, the payment from the City to the Contractor shall not exceed \$722,000 (*Seven Hundred Twenty Two Thousand dollars*);

4.1.2.2 For the Program Period of October 1, 2016 through September 30, 2017, the payment from the City to the Contractor shall not exceed \$722,000 (*Seven Hundred Twenty Two Thousand dollars*);

4.1.2.3 For the Program Period of October 1, 2017 through September 30, 2018, the payment from the City to the Contractor shall not exceed \$722,000 (*Seven Hundred Twenty Two Thousand dollars*).

4.2 **Requests for Payment.**

Payment to the Contractor shall be due thirty (30) calendar days following receipt by the City of Contractor's fully and accurately completed "Payment Request" and "Monthly Expenditure Report", using forms at <http://www.ckodm.com/austin/>. The payment request and expenditure report must be submitted to the City no later than 5:00 p.m. Central Time fifteen (15) calendar days following the end of the month covered by the request and expenditure report. **If the fifteenth (15th) calendar day falls on a weekend or holiday, as outlined in Section 8.24, the deadline to submit the payment request and expenditure report is extended to no later than 5:00 p.m. Central Time of the first (1st) weekday immediately following the weekend or holiday.** Contractor must provide the City with supporting documentation for each monthly Payment Request which includes, but not limited to, a report of City contract expenditures generated from the Contractor's financial management system. Examples of appropriate supporting documentation **MAY** include, but are not limited to:

- General Ledger Detail report from the contractor's financial management system
- Profit & Loss Detail report from the contractor's financial management system
- Check ledger from the contractor's financial management system
- Payroll reports and summaries, including salary allocation reports and signed timesheets
- Receipts and invoices
- Copies of checks and bank statements showing transactions as cleared

The City retains right of final approval of any supporting documentation submitted before a Payment Request is approved for processing. Failure to provide supporting documentation acceptable to the City may result in delay or rejection of the Payment Request. The City reserves the right to modify the required supporting documentation, as needed.

4.2.1 Unless otherwise expressly authorized in the Contract, the Contractor shall pass through all Subcontract and other authorized expenses at actual cost without markup.

4.2.2 Federal excise taxes, State taxes, or City sales taxes must not be included in the invoiced amount. The City will furnish a tax exemption certificate upon request.

4.3 **Payment.**

4.3.1 All requests for payment received by the City will be paid within thirty (30) calendar days of the City's receipt of the deliverables or of the invoice, whichever is later. Requests for payment received without all required information cannot be processed and will be returned to the Contractor.

4.3.2 If payment is not timely made, (per this paragraph), interest shall accrue on the unpaid balance at the lesser of the rate specified in Texas Government Code Section 2251.025 or the maximum lawful rate; except, if payment is not timely made for a reason for which the City may withhold payment hereunder, interest shall not accrue until ten (10) calendar days after the grounds for withholding payment have been resolved.

4.3.3 The City may withhold or set off the entire payment or part of any payment otherwise due the Contractor to such extent as may be necessary on account of;

4.3.3.1 delivery of unsatisfactory services by the Contractor;

- 4.3.3.2 third party claims, which are not covered by the insurance which the Contractor is required to provide, are filed or reasonable evidence indicating probable filing of such claims;
- 4.3.3.3 failure of the Contractor to pay Subcontractors, or for labor, materials or equipment,
- 4.3.3.4 damage to the property of the City or the City's agents, employees or contractors, which is not covered by insurance required to be provided by the Contractor;
- 4.3.3.5 reasonable evidence that the Contractor's obligations will not be completed within the time specified in the Contract, and that the unpaid balance would not be adequate to cover actual or liquidated damages for the anticipated delay;
- 4.3.3.6 failure of the Contractor to submit proper payment requests and expenditure reports with all required attachments and supporting documentation;
- 4.3.3.7 failure of the Contractor to comply with any material provision of the Contract; or

4.3.4 Notice is hereby given of Article VIII, Section 1 of the Austin City Charter which prohibits the payment of any money to any person, firm or corporation who is in arrears to the City for taxes, and of §2-8-3 of the Austin City Code concerning the right of the City to offset indebtedness owed the City. Payment will be made by check unless the parties mutually agree to payment by electronic transfer of funds.

- 4.4 **Non-Appropriation.** The awarding or continuation of this Contract is dependent upon the availability of funding. The City's payment obligations are payable only and solely from funds appropriated and available for this Contract. The absence of appropriated or other lawfully available funds shall render the Contract null and void to the extent funds are not appropriated or available and any deliverables delivered but unpaid shall be returned to the Contractor. The City shall provide the Contractor written notice of the failure of the City to make an adequate appropriation for any fiscal year to pay the amounts due under the Contract, or the reduction of any appropriation to an amount insufficient to permit the City to pay its obligations under the Contract. In the event of non- or inadequate appropriation of funds, there will be no penalty nor removal fees charged to the City.

- 4.5 **Travel Expenses.** All approved travel, lodging, and per diem expenses in connection with the Contract for which reimbursement may be claimed by the Contractor under the terms of the Contract will be reviewed against the City's Travel Policy and the current United States General Services Administration Domestic Per Diem Rates (the "Rates") as published and maintained on the Internet at: <http://www.gsa.gov/portal/category/21287>

No amounts in excess of the Travel Policy or Rates shall be paid. No reimbursement will be made for expenses not actually incurred. Airline fares in excess of coach or economy will not be reimbursed. Mileage charges may not exceed the amount permitted as a deduction in any year under the Internal Revenue Code or Regulation.

- 4.6 **Final Payment and Close-Out.**

4.6.1 The making and acceptance of final payment will constitute:

4.6.1.1 a waiver of all claims by the City against the Contractor, except claims (1) which have been previously asserted in writing and not yet settled, (2) arising from defective work appearing after final inspection, (3) arising from failure of the Contractor to comply with the Contract or the terms of any warranty specified herein, regardless of when the cause for a claim is discovered (4) arising from the Contractor's continuing obligations under the Contract, including but not limited to indemnity and warranty obligations, or (5) arising under the City's right to audit; and

4.6.1.2 a waiver of all claims by the Contractor against the City other than those previously asserted in writing and not yet settled.

- 4.7 **Financial Terms.**

4.7.1 The City agrees to pay Contractor for services rendered under this Contract and to reimburse Contractor for actual, eligible expenses incurred and billed in accordance with all terms and conditions of this Contract. The City shall not be liable to Contractor for any costs incurred by Contractor which are not reimbursable as set forth in Section 4.8.

4.7.2 The City's obligation to pay is subject to the timely receipt of complete and accurate reports as set forth in Section 4.9 and any other deliverable required under this Contract.

4.7.3 Payments to the Contractor will immediately be suspended upon the occasion of any late, incomplete, or inaccurate report, audit, or other required report or deliverable under this Contract, and payments will not be resumed until the Contractor is in full compliance.

4.7.4 The City shall not be liable to Contractor for any costs which have been paid under other agreements or from other funds. In addition, the City shall not be liable for any costs incurred by Contractor which were: a) incurred prior to the effective date of this Contract, or b) not billed to the City within sixty (60) calendar days following termination date of this Contract.

4.7.5 Contractor agrees to refund to the City any funds paid under this Contract which the City determines have resulted in overpayment to Contractor or which the City determines have not been spent by Contractor in accordance with the terms of this Contract. Refunds shall be made by Contractor within thirty (30) calendar days after a written refund request is submitted by the City. The City may, at its discretion, offset refunds due from any payment due Contractor, and the City may also deduct any loss, cost, or expense caused by Contractor from funds otherwise due.

4.7.6 Contractor shall deposit and maintain all funds received under this Contract in either a separate numbered bank account or a general operating account, either of which shall be supported with the maintenance of a separate accounting with a specific chart which reflects specific revenues and expenditures for the monies received under this Contract. The Contractor's accounting system must identify the specific expenditures, or portions of expenditures, against which funds under this Contract are disbursed.

4.7.7 Contractor is required to utilize an online contract management system for billing and reporting in accordance with the City's guidelines, policies, and procedures. Contractor is responsible for all data entered/edited under its unique username, as well as all required but omitted data.

4.7.8 Contractor shall expend the City budget in a reasonable manner in relation to contract time elapsed and/or contract program service delivery schedule. If cumulative expenditures are not within acceptable amounts, the City may require the Contractor to: 1) submit an expenditure plan, and/or 2) amend the contract budget amount to reflect projected expenditures, as determined by the City.

4.8 Allowable and Unallowable Costs.

The City shall make the final determination of whether a cost is allowable or unallowable under this Contract.

4.8.1 Reimbursement Only. Expenses and/or expenditures shall be considered reimbursable only if incurred during the current Program Period identified in Section 4.1.2, directly and specifically in the performance of this Contract, and in conformance with the Contract Exhibits. Contractor agrees that, unless otherwise specifically provided for in this Contract, payment by the City under the terms of this Contract is made on a reimbursement basis only; Contractor must have incurred and paid costs prior to those costs being invoiced and considered allowable under this Contract and subject to payment by the City.

4.8.2 To be allowable under this Contract, a cost must meet all of the following general criteria:

1. Be reasonable for the performance of the activity under the Contract.
2. Conform to any limitations or exclusions set forth in this Contract.
3. Be consistent with policies and procedures that apply uniformly to both government-financed and other activities of the organization.
4. Be determined and accounted in accordance with generally accepted accounting principles (GAAP).
5. Be adequately documented.

4.8.3 The City's prior written authorization is required in order for the following to be considered allowable costs. Inclusion in the budget within this Contract constitutes "written authorization". The item shall be specifically identified in the budget.

1. Alteration, construction, or relocation of facilities
2. Depreciation.
3. Equipment and other capital expenditures.
4. Interest, other than mortgage interest as part of a pre-approved budget under this Contract
5. Organization costs (costs in connection with the establishment or reorganization of an organization)
6. Public relations costs, except reasonable, pre-approved advertising costs related directly to services provided under this Contract
7. Purchases of tangible, nonexpendable property, including fax machines, stereo systems, cameras, video recorder/players, microcomputers, software, printers, microscopes, oscilloscopes, centrifuges, balances and incubator, or any other item having a useful life of more than one year and an acquisition cost, including freight, of over five thousand dollars (\$5,000)
8. Selling and marketing
9. Travel/training outside Travis County

4.8.4 The following types of expenses are specifically **not allowable** with City funds under this Contract:

1. Alcoholic beverages
2. Bad debts
3. Compensation of trustees, directors, officers, or advisory board members, other than those acting in an executive capacity
4. Contingency provisions (funds). (Self-insurance reserves and pension funds are allowable.)
5. Defense and prosecution of criminal and civil proceedings, claims, appeals and patent infringement
6. Deferred costs
7. Donations and contributions including donated goods or space
8. Entertainment costs
9. Fines and penalties (including late fees)
10. Fundraising and development costs
11. Goods or services for officers' or employees' personal use
12. Housing and personal living expenses for organization's officers or employees
13. Idle facilities and idle capacity
14. Litigation-related expenses (including personnel costs) in action(s) naming the City as a Defendant
15. Lobbying or other expenses related to political activity
16. Losses on other agreements or contracts or casualty losses
17. Taxes, other than payroll and other personnel-related levies

4.9 **Reports.**

4.9.1 Contractor must submit a fully and accurately completed "Payment Request" and "Monthly Expenditure Report" to the City's Contract Manager using the forms shown at <http://www.ckodm.com/austin/> by the deadline outlined in section 4.2. Contractor must provide complete and accurate supporting documentation. Upon receipt and approval by the City of each complete and accurate Payment Request and Monthly Expenditure Report, the City shall process payment to the Contractor of an amount equal to the City's payment obligations, subject to deduction for any unallowable costs.

4.9.2 Contractor shall submit a quarterly performance report using the format and method specified by the City no later than fifteen (15) calendar days following each calendar quarter. If the fifteenth (15th) calendar day falls on a weekend or holiday, as outlined in Section 8.24, the deadline to submit the quarterly performance report is extended to no later than 5:00 p.m. Central Time of the first (1st) weekday immediately following the weekend or holiday. Contractor shall provide complete and accurate supporting documentation upon request by City. Payment Requests will not be approved if

any accurate and complete performance report, including any required documentation, is past due. Performance reports on a frequency other than quarterly may be required by the City based upon business needs.

4.9.3 An annual Contract Progress Report, using the forms shown at <http://www.ckodm.com/austin/>, shall be completed by the Contractor and submitted to the City within sixty (60) calendar days following the end of each Program Period identified in section 4.1.2.

4.9.4 A Contract Closeout Summary report using the forms shown at <http://www.ckodm.com/austin/> shall be completed by the Contractor and submitted to the City within sixty (60) calendar days following the expiration or termination of this Contract. Any encumbrances of funds incurred prior to the date of termination of this Contract shall be subject to verification by the City. Upon termination of this Contract, any unused funds, unobligated funds, rebates, credits, or interest earned on funds received under this Contract shall be returned to the City.

4.9.5 Contractor shall provide the City with a copy of the completed Administrative and Fiscal Review (AFR) using the forms shown at <http://www.ckodm.com/austin/>, and required AFR Attachments, including a copy of the Contractor's completed Internal Revenue Service Form 990 or 990EZ (Return of Organization Exempt from Income Tax) if applicable, for each calendar year no later than May 31st of each year. If Contractor filed a Form 990 or Form 990EZ extension request, Contractor shall provide the City with a copy of that application of extension of time to file (IRS Form 2758) within thirty (30) days of filing said form(s), and a copy of the final IRS Form 990 document(s) immediately upon completion.

4.9.6 Contractor shall provide other reports required by the City to document the effective and appropriate delivery of services as outlined under this Contract as required by the City.

4.10 **Contractor Policies and Procedures.** Contractor shall maintain written policies and procedures approved by its governing body and shall make copies of all policies and procedures available to the City upon request. At a minimum, written policies shall exist in the following areas: Financial Management; Subcontracting and/or Procurement; Equal Employment Opportunity; Personnel and Personnel Grievance; Nepotism; Non-Discrimination of Clients; Client Grievance; Drug Free Workplace; the Americans With Disabilities Act; and Criminal Background Checks.

4.11 **Monitoring and Evaluation.**

4.11.1 Contractor agrees that the City or its designee may carry out monitoring and evaluation activities to ensure adherence by the Contractor and Subcontractors to the Program Work Statement, Program Performance Measures, and Program Budget, as well as other provisions of this Contract. Contractor shall fully cooperate in any monitoring or review by the City and further agrees to designate a staff member to coordinate monitoring and evaluation activities.

4.11.2 The City expressly reserves the right to monitor client-level data related to services provided under this contract. If the Contractor asserts that client-level data is legally protected from disclosure to the City, a specific and valid legal reference to this assertion must be provided.

4.11.3 Contractor shall provide the City with copies of all evaluation or monitoring reports received from other funding sources during the Contract Term within twenty (20) working days following the receipt of the final report.

4.11.4 Contractor shall keep on file copies of all notices of Board of Directors meetings, Subcommittee or Advisory Board meetings, and copies of approved minutes of those meetings.

4.12 **Financial Audit of Contractor.**

4.12.1 In the event Contractor expends \$750,000 or more in a year in federal awards, Contractor shall have a single or program specific audit conducted in accordance with Chapter 200, Subpart F, of Title 2 of the Code of Federal Regulations as required by the Single Audit Act of 1984, as amended (Single Audit Act), and shall submit to the City a complete set of audited financial

statements and the auditor's opinion and management letters in accordance with Chapter 200, Subpart F, of Title 2 of the Code of Federal Regulations and any guidance issued by the federal Office of Management and Budget covering Contractor's fiscal year until the end of the term of this Contract.

4.12.2 If Contractor is not subject to the Single Audit Act, and expends seven hundred fifty thousand dollars (\$750,000) or more during the Contractor's fiscal year, then Contractor shall have a full financial audit performed. If less than seven hundred fifty thousand dollars (\$750,000) is expended, then a financial review is acceptable, pursuant to the requirements of this Contract.

4.12.3 Contractor shall contract with an independent auditor utilizing a Letter of Engagement. The auditor must be a Certified Public Accountant recognized by the regulatory authority of the State of Texas.

4.12.4 Contractor must submit one (1) Board-approved, bound hard copy of a complete financial audit report or financial review, to include the original auditor opinion, within one hundred eighty (180) calendar days of the end of Contractor's fiscal year, unless alternative arrangements are approved in writing by the City. The financial audit report/financial review must include the Management Letter if one was issued by the auditor. Contractor may not submit electronic copies of financial audit reports/financial reviews to the City. Financial audit reports/financial reviews must be provided in hard copy, and either mailed or hand-delivered to the City.

4.12.5 The City will contact the independent auditor to verify:

- i. That the auditor completed the financial audit report/financial review received from the Contractor;
- ii. That the auditor presented the financial audit report/financial review to the Contractor's Board of Directors or a committee of the Board, and;
- iii. The date the financial audit report/financial review was presented to the Contractor's Board of Directors or a committee of the Board.

4.12.6 The City will contact the Board Chair to verify that the auditor presented the financial audit report/financial review to the Contractor's Board of Directors or a committee of the Board.

- i. Contractor's Board Chair must submit a signed and dated copy of the HHSD Board Certification form to the City as verification.
- ii. In lieu of the Board Certification form, Contractor must submit a signed and copy of the approved Board meeting minutes to the City, indicating the following:
 - a) The Board of Directors, or a committee of the Board, has met with the independent auditor;
 - b) The Board of Directors has authorized and accepted the financial audit report/financial review.

A signed and dated copy of the HHSD Board Certification form, or approved and signed Board minutes reflecting acceptance of the financial audit report/financial review will be due to the City within forty-five (45) days after the audit is due to the City. Board minutes regarding approval of the Contractor's financial audit report/financial review will be verified with the Contractor's Board Chair. The City will deem the financial audit report/financial review incomplete if Contractor fails to submit either the Board Certification form or the Board minutes as required by this section 4.12.6.

4.12.7 The inclusion of any Findings or a Going Concern Uncertainty, as defined by Chapter 200, Subpart F, of Title 2 of the Code of Federal Regulations and Generally Accepted Auditing Standards (GAAS), in a Contractor's audit requires the creation and submission to the City of a corrective action plan formally approved by the Contractor's governing board. The plan must be submitted to the City within 60 days after the audit is due to the City. Failure to submit an adequate plan to the City may result in the immediate suspension of funding. If adequate improvement related to the audit findings is not documented within a reasonable period of time, the City may provide additional technical assistance, refer the Agreement to the City Auditor for analysis, or move to terminate the Agreement as specified in Section 5 of the Agreement.

4.12.8 The expiration or termination of this Contract shall in no way relieve the Contractor of the audit requirement set forth in this Section.

4.12.9 Right To Audit By Office of City Auditor.

4.12.9.1 Contractor agrees that the representatives of the Office of the City Auditor, or other authorized representatives of the City, shall have access to, and the right to audit, examine, and copy any and all records of the Contractor related to the performance under this Agreement during normal business hours (Monday – Friday, 8 am – 5 pm). In addition to any other rights of termination or suspension set forth herein, the City shall have the right to immediately suspend the Agreement, upon written notice to Contractor, if Contractor fails to cooperate with this audit provision. The Contractor shall retain all such records for a period of five (5) years after the expiration or early termination of this Agreement or until all audit and litigation matters that the City has brought to the attention of the Contractor are resolved, whichever is longer. The Contractor agrees to refund to the City any overpayments disclosed by any such audit.

4.12.9.2 Contractor shall include this audit requirements in any subcontracts entered into in connection with this Agreement.

4.13 Ownership of Property.

4.13.1 Ownership title to all capital acquisition, supplies, materials or any other property purchased with funds received under this Contract and in accordance with the provisions of the Contract, is vested with the City and such property shall, upon termination of the Contract, be delivered to the City upon request.

4.13.2 Written notification must be given to the City within five (5) calendar days of delivery of nonexpendable property (defined as anything that has a life or utility of more than one (1) year and an acquisition cost, including freight, of over five thousand dollars (\$5,000)) in order for the City to effect identification and recording for inventory purposes. Contractor shall maintain adequate accountability and control over such property, maintain adequate property records, perform an annual physical inventory of all such property, and report this information in the annual Contract Progress Report, due sixty (60) days after the end of each Program Period, as well as in the Closeout Summary Report, due sixty (60) days after the end of the Contract Term.

4.13.3 In the event Contractor's services are retained under a subsequent agreement, and should Contractor satisfactorily perform its obligations under this Contract, Contractor shall be able to retain possession of non-expendable property purchased under this Contract for the duration of the subsequent agreement.

4.13.4 Property purchased with City funds shall convey to Contractor two (2) years after purchase, unless notified by the City in writing.

SECTION 5. TERMINATION

5.1 **Right To Assurance.** Whenever one party to the Contract in good faith has reason to question the other party's intent to perform, demand may be made to the other party for written assurance of the intent to perform. In the event that no assurance is given within the time specified after demand is made, the demanding party may treat this failure as an anticipatory repudiation of the Contract.

5.2 **Default.** The Contractor shall be in default under the Contract if the Contractor (a) fails to fully, timely and faithfully perform any of its material obligations under the Contract, (b) fails to provide adequate assurance of performance under the "Right to Assurance paragraph herein, (c) becomes insolvent or seeks relief under the bankruptcy laws of the United States or (d) makes a material misrepresentation in Contractor's Offer, or in any report or deliverable required to be submitted by Contractor to the City.

- 5.3 **Termination For Cause.** In the event of a default by the Contractor, the City shall have the right to terminate the Contract for cause, by written notice effective ten (10) calendar days, unless otherwise specified, after the date of such notice, unless the Contractor, within such ten (10) day period, cures such default, or provides evidence sufficient to prove to the City's reasonable satisfaction that such default does not, in fact, exist. The City may place Contractor on probation for a specified period of time within which the Contractor must correct any non-compliance issues. Probation shall not normally be for a period of more than nine (9) months, however, it may be for a longer period, not to exceed one (1) year depending on the circumstances. If the City determines the Contractor has failed to perform satisfactorily during the probation period, the City may proceed with suspension. In the event of a default by the Contractor, the City may suspend or debar the Contractor in accordance with the "City of Austin Purchasing Office Probation, Suspension and Debarment Rules for Vendors" and remove the Contractor from the City's vendor list for up to five (5) years and any Offer submitted by the Contractor may be disqualified for up to five (5) years. In addition to any other remedy available under law or in equity, the City shall be entitled to recover all actual damages, costs, losses and expenses, incurred by the City as a result of the Contractor's default, including, without limitation, cost of cover, reasonable attorneys' fees, court costs, and prejudgment and post-judgment interest at the maximum lawful rate. All rights and remedies under the Contract are cumulative and are not exclusive of any other right or remedy provided by law.
- 5.4 **Termination Without Cause.** The City shall have the right to terminate the Contract, in whole or in part, without cause any time upon thirty (30) calendar days prior written notice. Upon receipt of a notice of termination, the Contractor shall promptly cease all further work pursuant to the Contract, with such exceptions, if any, specified in the notice of termination. The City shall pay the Contractor, to the extent of funds appropriated or otherwise legally available for such purposes, for all goods delivered and services performed and obligations incurred prior to the date of termination in accordance with the terms hereof.
- 5.5 **Fraud.** Fraudulent statements by the Contractor on any Offer or in any report or deliverable required to be submitted by the Contractor to the City shall be grounds for the termination of the Contract for cause by the City and may result in legal action.

SECTION 6. OTHER DELIVERABLES

- 6.1 **Insurance.** The following insurance requirements apply.

6.1.1 General Requirements

6.1.1.1 The Contractor shall at a minimum carry insurance in the types and amounts indicated herein for the duration of the Contract and during any warranty period.

6.1.1.2 The Contractor shall provide a Certificate of Insurance as verification of coverages required below to the City at the below address prior to contract execution and within fourteen (14) calendar days after written request from the City.

6.1.1.3 The Contractor must also forward a Certificate of Insurance to the City whenever a previously identified policy period has expired, or an extension option or holdover period is exercised, as verification of continuing coverage.

6.1.1.4 The Contractor shall not commence work until the required insurance is obtained and has been reviewed by the City. Approval of insurance by the City shall not relieve or decrease the liability of the Contractor hereunder and shall not be construed to be a limitation of liability on the part of the Contractor.

6.1.1.5 The Contractor must maintain and make available to the City, upon request, certificates of insurance for all Subcontractors.

6.1.1.6 The Contractor's and all subcontractors' insurance coverage shall be written by companies licensed to do business in the State of Texas at the time the policies are issued and shall be written by companies with A.M. Best ratings of B+VII or better. The City will

accept workers' compensation coverage written by the Texas Workers' Compensation Insurance Fund.

6.1.1.7 All endorsements naming the City as additional insured, waivers, and notices of cancellation endorsements as well as the Certificate of Insurance shall contain the Contractor's email address, and shall be mailed to the following address:

City of Austin
Health and Human Services Department
ATTN: Community Based Resources
P. O. Box 1088
Austin, Texas 78767

6.1.1.8 The "other" insurance clause shall not apply to the City where the City is an additional insured shown on any policy. It is intended that policies required in the Contract, covering both the City and the Contractor, shall be considered primary coverage as applicable.

6.1.1.9 If insurance policies are not written for amounts specified, the Contractor shall carry Umbrella or Excess Liability Insurance for any differences in amounts specified. If Excess Liability Insurance is provided, it shall follow the form of the primary coverage.

6.1.1.10 The City shall be entitled, upon request, at an agreed upon location, and without expense, to review certified copies of policies and endorsements thereto and may make any reasonable requests for deletion or revision or modification of particular policy terms, conditions, limitations, or exclusions except where policy provisions are established by law or regulations binding upon either of the parties hereto or the underwriter on any such policies.

6.1.1.11 The City reserves the right to review the insurance requirements set forth during the effective period of the Contract and to make reasonable adjustments to insurance coverage, limits, and exclusions when deemed necessary and prudent by the City based upon changes in statutory law, court decisions, the claims history of the industry or financial condition of the insurance company as well as the Contractor.

6.1.1.12 The Contractor shall not cause any insurance to be canceled nor permit any insurance to lapse during the term of the Contract or as required in the Contract.

6.1.1.13 The Contractor shall be responsible for premiums, deductibles and self-insured retentions, if any, stated in policies. All deductibles or self-insured retentions shall be disclosed on the Certificate of Insurance.

6.1.1.14 The Contractor shall endeavor to provide the City thirty (30) calendar days written notice of erosion of the aggregate limits below occurrence limits for all applicable coverages indicated within the Contract.

6.1.2 **Specific Coverage Requirements.** The Contractor shall at a minimum carry insurance in the types and amounts indicated below for the duration of the Contract, including extension options and hold over periods, and during any warranty period. These insurance coverages are required minimums and are not intended to limit the responsibility or liability of the Contractor.

6.1.2.1 **Commercial General Liability Insurance.** The minimum bodily injury and property damage per occurrence are \$500,000* for coverages A (Bodily Injury and Property Damage) and B (Personal and Advertising Injuries). The policy shall contain the following provisions and endorsements.

6.1.2.1.1 Blanket contractual liability coverage for liability assumed under the Contract and all other Contracts related to the project

6.1.2.1.2 Independent Contractor's Coverage

- 6.1.2.1.3 Products/Completed Operations Liability for the duration of the warranty period
- 6.1.2.1.4 Waiver of Subrogation, Endorsement CG 2404, or equivalent coverage
- 6.1.2.1.5 Thirty (30) calendar days Notice of Cancellation, Endorsement CG 0205, or equivalent coverage
- 6.1.2.1.6 The City of Austin listed as an additional insured, Endorsement CG 2010, or equivalent coverage
- 6.1.2.1.7 If care of a child is provided outside the presence of a legal guardian or parent, Contractor shall provide coverage for sexual abuse and molestation for a minimum limit of \$500,000 per occurrence.
- 6.1.2.1.8 The policy shall be endorsed to cover injury to a child while the child is in the care of the Contractor or Subcontractor.

* Supplemental Insurance Requirement. If eldercare, childcare, or housing for clients is provided, the required limits shall be \$1,000,000 per occurrence.

6.1.2.2 **Business Automobile Liability Insurance.**

Minimum limits: \$500,000 combined single limit per occurrence for all owned, hired and non-owned autos

- a. If any form of transportation for clients is provided, coverage for all owned, non-owned, and hired vehicles shall be maintained with a combined single limit of \$1,000,000 per occurrence.
- b. If no client transportation is provided but autos are used within the scope of work, and there are no agency owned vehicles, evidence of Personal Auto Policy coverage from each person using their auto may be provided. The following limits apply for personal auto insurance: \$100,000/\$300,000/\$100,000.

All policies shall contain the following endorsements:

- 6.1.2.2.1. Waiver of Subrogation, Endorsement TE 2046A, or equivalent coverage
- 6.1.2.2.2. Thirty (30) calendar days Notice of Cancellation, Endorsement TE 0202A, or equivalent coverage
- 6.1.2.2.3 The City of Austin listed as an additional insured, Endorsement TE 9901B, or equivalent coverage

6.1.2.3 **Worker's Compensation and Employers' Liability Insurance.** Coverage shall be consistent with statutory benefits outlined in the Texas Worker's Compensation Act (Section 401). The minimum policy limits for Employer's Liability are \$100,000 bodily injury each accident, \$500,000 bodily injury by disease policy limit and \$100,000 bodily injury by disease each employee. The policy shall contain the following provisions and endorsements:

- 6.1.2.3.1 The Contractor's policy shall apply to the State of Texas
- 6.1.2.3.2 Waiver of Subrogation, Form WC 420304, or equivalent coverage
- 6.1.2.3.3 Thirty (30) calendar days Notice of Cancellation, Form WC 420601, or equivalent coverage

6.1.2.4 **Professional Liability Insurance.**

6.1.2.4.1 Contractor shall provide coverage at a minimum limit of \$500,000 per claim to pay on behalf of the assured all sums which the assured shall become legally obligated to pay as damages by reason of any negligent act, error, or omission arising out of the performance of professional services under this Contract.

6.1.2.4.2 If coverage is written on a claims-made basis, the retroactive date shall be prior to or coincident with the date of the Contract and the certificate of insurance shall state that the coverage is claims-made and indicate the retroactive date. This coverage shall be continuous and will be provided for twenty-four (24) months following the completion of the Contract.

6.1.2.5 **Blanket Crime Policy Insurance.** A Blanket Crime Policy shall be required with limits equal to or greater than the sum of all Contract funds allocated by the City. Acceptance of alternative limits shall be approved by Risk Management.

6.1.2.6 **Directors and Officers Insurance.** Directors and Officers Insurance with a minimum of not less than \$1,000,000 per claim shall be in place for protection from claims arising out of negligent acts, errors or omissions for directors and officers while acting in their capacities as such. If coverage is underwritten on a claims-made basis, the retroactive date shall be coincident with or prior to the date of the Contract and the certificate of insurance shall state that the coverage is claims made and the retroactive date. The coverage shall be continuous for the duration of the Contract and for not less than twenty-four (24) months following the end of the Contract. Coverage, including renewals, shall have the same retroactive date as the original policy applicable to the Contract or evidence of prior acts or an extended reporting period acceptable to the City may be provided. The Contractor shall, on at least an annual basis, provide the City with a certificate of insurance as evidence of such insurance.

6.1.2.7 **Property Insurance.** If the Contract provides funding for the purchase of property or equipment the Contractor shall provide evidence of all risk property insurance for a value equivalent to the replacement cost of the property or equipment.

6.1.2.8 **Endorsements.** The specific insurance coverage endorsements specified above, or their equivalents must be provided. In the event that endorsements, which are the equivalent of the required coverage, are proposed to be substituted for the required coverage, copies of the equivalent endorsements must be provided for the City's review and approval.

6.1.2.9 **Certificate.** The following statement must be shown on the Certificate of Insurance.

"The City of Austin is an Additional Insured on the general liability and the auto liability policies. A Waiver of Subrogation is issued in favor of the City of Austin for general liability, auto liability and workers compensation policies."

6.2 **Equal Opportunity.**

6.2.1.1 **Equal Employment Opportunity.** No Contractor or Contractor's agent shall engage in any discriminatory employment practice as defined in Chapter 5-4 of the City Code. No Bid submitted to the City shall be considered, nor any Purchase Order issued, or any Contract awarded by the City unless the Contractor has executed and filed with the City Purchasing Office a current Non-Discrimination Certification. The Contractor shall sign and return the Non-Discrimination Certification attached hereto as Exhibit C. Non-compliance with Chapter 5-4 of the City Code may result in sanctions, including termination of the Contract and the Contractor's suspension or debarment from participation on future City contracts until deemed compliant with Chapter 5-4. Any Subcontractors used in the performance of this contract and paid with City funds must comply with the same nondiscrimination requirements as the Contractor.

- 6.2.2 **Americans With Disabilities Act (ADA) Compliance.** No Contractor, or Contractor's agent shall engage in any discriminatory employment practice against individuals with disabilities as defined in the ADA.
- 6.3 **Inspection of Premises.** The City has the right to enter Contractor's and Subcontractor's work facilities and premises during Contractor's regular work hours, and Contractor agrees to facilitate a review of the facilities upon reasonable request by the City.
- 6.4 **Rights to Proposal and Contractual Material.** All material submitted by the Contractor to the City shall become property of the City upon receipt. Any portions of such material claimed by the Contractor to be proprietary must be clearly marked as such. Determination of the public nature of the material is subject to the Texas Public Information Act, Chapter 552, Texas Government Code.
- 6.5 **Publications.** All published material and written reports submitted under the Contract must be originally developed material unless otherwise specifically provided in the Contract. When material not originally developed is included in a report in any form, the source shall be identified.

SECTION 7. WARRANTIES

- 7.1 **Authority.** Each party warrants and represents to the other that the person signing this Contract on its behalf is authorized to do so, that it has taken all action necessary to approve this Contract, and that this Contract is a lawful and binding obligation of the party.
- 7.2 **Performance Standards.** Contractor warrants and represents that all services provided under this Contract shall be fully and timely performed in a good and workmanlike manner in accordance with generally accepted community standards and, if applicable, professional standards and practices. Contractor may not limit, exclude, or disclaim this warranty or any warranty implied by law, and any attempt to do so shall be without force or effect. If the Contractor is unable or unwilling to perform its services in accordance with the above standard as required by the City, then in addition to any other available remedy, the City may reduce the amount of services it may be required to purchase under the Contract from the Contractor, and purchase conforming services from other sources. In such event, the Contractor shall pay to the City upon demand the increased cost, if any, incurred by the City to procure such services from another source. Contractor agrees to participate with City staff to update the performance measures.

SECTION 8. MISCELLANEOUS

- 8.1 **Criminal Background Checks.** Contractor and Subcontractor(s) agree to perform a criminal background check on individuals providing direct client service in programs designed for children under eighteen (18) years of age, seniors 55 years of age and older, or persons with Intellectual and Developmental Disabilities (IDD). Contractor shall not assign or allow an individual to provide direct client service in programs designed for children under eighteen (18) years of age, seniors 55 years of age and older, or persons with IDD if the individual would be barred from contact under the applicable program rules established by Title 40 of the Texas Administrative Code.
- 8.2 **Compliance with Health, Safety, and Environmental Regulations.** The Contractor, its Subcontractors, and their respective employees, shall comply fully with all applicable federal, state, and local health, safety, and environmental laws, ordinances, rules and regulations in the performance of the services, including but not limited to those promulgated by the City and by the Occupational Safety and Health Administration (OSHA). In case of conflict, the most stringent safety requirement shall govern. The Contractor shall indemnify and hold the City harmless from and against all claims, demands, suits, actions, judgments, fines, penalties and liability of every kind arising from the breach of the Contractor's obligations under this paragraph.
- 8.2.1 The Contractor or Subcontractor(s) seeking an exemption for a food enterprise permit fee must present this signed and executed social services contract upon request to the City. (*Source: City of Austin Ordinance 20051201-013*)

8.3 **Stop Work Notice.** The City may issue an immediate Stop Work Notice in the event the Contractor is observed performing in a manner that the City reasonably believes is in violation of Federal, State, or local guidelines, or in a manner that is determined by the City to be unsafe to either life or property. Upon notification, the Contractor will cease all work until notified by the City that the violation or unsafe condition has been corrected. The Contractor shall be liable for all costs incurred by the City as a result of the issuance of such Stop Work Notice.

8.4 **Indemnity.**

8.4.1 Definitions:

8.4.1.1 "Indemnified Claims" shall include any and all claims, demands, suits, causes of action, judgments and liability of every character, type or description, including all reasonable costs and expenses of litigation, mediation or other alternate dispute resolution mechanism, including attorney and other professional fees for:

8.4.1.1.1 damage to or loss of the property of any person (including, but not limited to the City, the Contractor, their respective agents, officers, employees and subcontractors; the officers, agents, and employees of such subcontractors; and third parties); and/or;

8.4.1.1.2 death, bodily injury, illness, disease, worker's compensation, loss of services, or loss of income or wages to any person (including but not limited to the agents, officers and employees of the City, the Contractor, the Contractor's subcontractors, and third parties),

8.4.1.2 "Fault" shall include the sale of defective or non-conforming deliverables, negligence, willful misconduct, or a breach of any legally imposed strict liability standard.

8.4.2 THE CONTRACTOR SHALL DEFEND (AT THE OPTION OF THE CITY), INDEMNIFY, AND HOLD THE CITY, ITS SUCCESSORS, ASSIGNS, OFFICERS, EMPLOYEES AND ELECTED OFFICIALS HARMLESS FROM AND AGAINST ALL INDEMNIFIED CLAIMS DIRECTLY ARISING OUT OF, INCIDENT TO, CONCERNING OR RESULTING FROM THE FAULT OF THE CONTRACTOR, OR THE CONTRACTOR'S AGENTS, EMPLOYEES OR SUBCONTRACTORS, IN THE PERFORMANCE OF THE CONTRACTOR'S OBLIGATIONS UNDER THE CONTRACT. NOTHING HEREIN SHALL BE DEEMED TO LIMIT THE RIGHTS OF THE CITY OR THE CONTRACTOR (INCLUDING, BUT NOT LIMITED TO, THE RIGHT TO SEEK CONTRIBUTION) AGAINST ANY THIRD PARTY WHO MAY BE LIABLE FOR AN INDEMNIFIED CLAIM.

8.5 **Claims.** If any claim, demand, suit, or other action is asserted against the Contractor which arises under or concerns the Contract, or which could have a material adverse affect on the Contractor's ability to perform hereunder, the Contractor shall give written notice thereof to the City within ten (10) calendar days after receipt of notice by the Contractor. Such notice to the City shall state the date of notification of any such claim, demand, suit, or other action; the names and addresses of the claimant(s); the basis thereof; and the name of each person against whom such claim is being asserted. Such notice shall be delivered personally or by mail and shall be sent to the City and to the Austin City Attorney. Personal delivery to the City Attorney shall be to City Hall, 301 West 2nd Street, 4th Floor, Austin, Texas 78701, and mail delivery shall be to P.O. Box 1088, Austin, Texas 78767.

8.6 **Business Continuity.** Contractor warrants that it has adopted a business continuity plan that describes how Contractor will continue to provide services in the event of an emergency or other unforeseen event, and agrees to maintain the plan on file for review by the City. Contractor shall provide a copy of the plan to the City's Contract Manager upon request at any time during the term of this Contract, and the requested information regarding the Business Continuity Plan shall appear in the annual Administrative and Fiscal Review document. Contractor also agrees to participate in the City's Emergency Preparedness and Response Plan and other disaster planning processes.

8.7 **Notices.** Unless otherwise specified, all notices, requests, or other communications required or appropriate to be given under the Contract shall be in writing and shall be deemed delivered three (3) business days after postmarked if sent by U.S. Postal Service Certified or Registered Mail, Return

Receipt Requested. Notices delivered by other means shall be deemed delivered upon receipt by the addressee. Routine communications may be made by first class mail, email, or other commercially accepted means. Notices to the City and the Contractor shall be addressed as follows:

To the City:	To the Contractor:	With copy to:
City of Austin, Health and Human Services Department Community Services Division	Travis County Domestic Violence and Sexual Assault Survival Center <i>dba</i> SafePlace	City of Austin Health and Human Services Dept.
ATTN: Stephanie Hayden, Assistant Director	ATTN: Julia Spann, Executive Director	ATTN: Shannon Jones, Director
7201 Levander Loop, Bldg. H Austin, TX 78702	1515 A Grove Boulevard Austin, TX 78741	7201 Levander Loop, Bldg. E Austin, TX 78702

- 8.8 **Confidentiality.** In order to provide the deliverables to the City, Contractor may require access to certain of the City's and/or its licensors' confidential information (including inventions, employee information, trade secrets, confidential know-how, confidential business information, and other information which the City or its licensors consider confidential) (collectively, "Confidential Information"). Contractor acknowledges and agrees that the Confidential Information is the valuable property of the City and/or its licensors and any unauthorized use, disclosure, dissemination, or other release of the Confidential Information will substantially injure the City and/or its licensors. The Contractor (including its employees, subcontractors, agents, or representatives) agrees that it will maintain the Confidential Information in strict confidence and shall not disclose, disseminate, copy, divulge, recreate, or otherwise use the Confidential Information without the prior written consent of the City or in a manner not expressly permitted under this Contract, unless the Confidential Information is required to be disclosed by law or an order of any court or other governmental authority with proper jurisdiction, provided the Contractor promptly notifies the City before disclosing such information so as to permit the City reasonable time to seek an appropriate protective order. The Contractor agrees to use protective measures no less stringent than the Contractor uses within its own business to protect its own most valuable information, which protective measures shall under all circumstances be at least reasonable measures to ensure the continued confidentiality of the Confidential Information.
- 8.9 **Advertising.** Where such action is appropriate as determined by the City, Contractor shall publicize the activities conducted by the Contractor under this Agreement. Any news release, sign, brochure, or other advertising medium including websites disseminating information prepared or distributed by or for the Contractor shall recognize the City as a funding source and include a statement that indicates that the information presented does not officially represent the opinion or policy position of the City.
- 8.10 **No Contingent Fees.** The Contractor warrants that no person or selling agency has been employed or retained to solicit or secure the Contract upon any agreement or understanding for commission, percentage, brokerage, or contingent fee, excepting bona fide employees of bona fide established commercial or selling agencies maintained by the Contractor for the purpose of securing business. For breach or violation of this warranty, the City shall have the right, in addition to any other remedy available, to cancel the Contract without liability and to deduct from any amounts owed to the Contractor, or otherwise recover, the full amount of such commission, percentage, brokerage or contingent fee.
- 8.11 **Gratuities.** The City may, by written notice to the Contractor, cancel the Contract without liability if it is determined by the City that gratuities were offered or given by the Contractor or any agent or representative of the Contractor to any officer or employee of the City with a view toward securing the Contract or securing favorable treatment with respect to the awarding or amending or the making of any determinations with respect to the performing of such contract. In the event the Contract is canceled by the City pursuant to this provision, the City shall be entitled, in addition to any other rights and remedies, to recover or withhold the amount of the cost incurred by the Contractor in providing such gratuities.

- 8.12 **Prohibition Against Personal Interest in Contracts.** No officer, employee, independent consultant, or elected official of the City who is involved in the development, evaluation, or decision-making process of the performance of any solicitation shall have a financial interest, direct or indirect, in the Contract resulting from that solicitation. Any willful violation of this section shall constitute impropriety in office, and any officer or employee guilty thereof shall be subject to disciplinary action up to and including dismissal. Any violation of this provision, with the knowledge, expressed or implied, of the Contractor shall render the Contract voidable by the City.
- 8.13 **Independent Contractor.** The Contract shall not be construed as creating an employer/employee relationship, a partnership, or a joint venture. The Contractor's services shall be those of an independent contractor. The Contractor agrees and understands that the Contract does not grant any rights or privileges established for employees of the City.
- 8.14 **Assignment-Delegation.** The Contract shall be binding upon and enure to the benefit of the City and the Contractor and their respective successors and assigns, provided however, that no right or interest in the Contract shall be assigned and no obligation shall be delegated by the Contractor without the prior written consent of the City. Any attempted assignment or delegation by the Contractor shall be void unless made in conformity with this paragraph. The Contract is not intended to confer rights or benefits on any person, firm or entity not a party hereto; it being the intention of the parties that there be no third party beneficiaries to the Contract.
- 8.15 **Waiver.** No claim or right arising out of a breach of the Contract can be discharged in whole or in part by a waiver or renunciation of the claim or right unless the waiver or renunciation is supported by consideration and is in writing signed by the aggrieved party. No waiver by either the Contractor or the City of any one or more events of default by the other party shall operate as, or be construed to be, a permanent waiver of any rights or obligations under the Contract, or an express or implied acceptance of any other existing or future default or defaults, whether of a similar or different character.
- 8.16 **Modifications.** The Contract can be modified or amended only by a written, signed agreement by both parties. No pre-printed or similar terms on any Contractor invoice, order, or other document shall have any force or effect to change the terms, covenants, and conditions of the Contract.
- 8.17 **Interpretation.** The Contract is intended by the parties as a final, complete and exclusive statement of the terms of their agreement. No course of prior dealing between the parties or course of performance or usage of the trade shall be relevant to supplement or explain any term used in the Contract. Although the Contract may have been substantially drafted by one party, it is the intent of the parties that all provisions be construed in a manner to be fair to both parties, reading no provisions more strictly against one party or the other. Whenever a term defined by the Uniform Commercial Code, as enacted by the State of Texas, is used in the Contract, the UCC definition shall control, unless otherwise defined in the Contract.
- 8.18 **Dispute Resolution.**
- 8.18.1 If a dispute arises out of or relates to the Contract, or the breach thereof, the parties agree to negotiate prior to prosecuting a suit for damages. However, this section does not prohibit the filing of a lawsuit to toll the running of a statute of limitations or to seek injunctive relief. Either party may make a written request for a meeting between representatives of each party within fourteen (14) calendar days after receipt of the request or such later period as agreed by the parties. Each party shall include, at a minimum, one (1) senior level individual with decision-making authority regarding the dispute. The purpose of this and any subsequent meeting is to attempt in good faith to negotiate a resolution of the dispute. If, within thirty (30) calendar days after such meeting, the parties have not succeeded in negotiating a resolution of the dispute, they will proceed directly to mediation as described below. Negotiation may be waived by a written agreement signed by both parties, in which event the parties may proceed directly to mediation as described below.
- 8.18.2 If the efforts to resolve the dispute through negotiation fail, or the parties waive the negotiation process, the parties may select, within thirty (30) calendar days, a mediator trained in mediation skills to assist with resolution of the dispute. Should they choose this option, the City and the Contractor agree to act in good faith in the selection of the mediator and to give consideration to qualified

individuals nominated to act as mediator. Nothing in the Contract prevents the parties from relying on the skills of a person who is trained in the subject matter of the dispute or a contract interpretation expert. If the parties fail to agree on a mediator within thirty (30) calendar days of initiation of the mediation process, the mediator shall be selected by the Travis County Dispute Resolution Center (DRC). The parties agree to participate in mediation in good faith for up to thirty (30) calendar days from the date of the first mediation session. The City and the Contractor will share the mediator's fees equally and the parties will bear their own costs of participation such as fees for any consultants or attorneys they may utilize to represent them or otherwise assist them in the mediation.

8.19 Minority And Women Owned Business Enterprise (MBE/WBE) Procurement Program

MBE/WBE goals do not apply to this Contract.

8.20 Living Wage Policy

[Reserved]

8.21 Subcontractors.

8.21.1 Work performed for the Contractor by a Subcontractor shall be pursuant to a written contract between the Contractor and Subcontractor. The terms of the subcontract may not conflict with the terms of the Contract, and shall contain provisions that:

8.21.1.1 require that all deliverables to be provided by the Subcontractor be provided in strict accordance with the provisions, specifications and terms of the Contract. The City may require specific documentation to confirm Subcontractor compliance with all aspects of this Contract.

8.21.1.2 prohibit the Subcontractor from further subcontracting any portion of the Contract without the prior written consent of the City and the Contractor. The City may require, as a condition to such further subcontracting, that the Subcontractor post a payment bond in form, substance and amount acceptable to the City;

8.21.1.3 require Subcontractors to submit all requests for payment and applications for payments, including any claims for additional payments, damages or otherwise, to the Contractor in sufficient time to enable the Contractor to include the same with its invoice or application for payment to the City in accordance with the terms of the Contract;

8.21.1.4 require that all Subcontractors obtain and maintain, throughout the term of their contract, insurance in the type and amounts specified for the Contractor, with the City being a named insured as its interest shall appear; and

8.21.1.5 require that the Subcontractor indemnify and hold the City harmless to the same extent as the Contractor is required to indemnify the City.

8.21.2 The Contractor shall be fully responsible to the City for all acts and omissions of the Subcontractors just as the Contractor is responsible for the Contractor's own acts and omissions. Nothing in the Contract shall create for the benefit of any such Subcontractor any contractual relationship between the City and any such Subcontractor, nor shall it create any obligation on the part of the City to pay or to see to the payment of any moneys due any such Subcontractor except as may otherwise be required by law.

8.21.3 The Contractor shall pay each Subcontractor its appropriate share of payments made to the Contractor not later than ten days after receipt of payment from the City.

8.22 Jurisdiction And Venue. The Contract is made under and shall be governed by the laws of the State of Texas, including, when applicable, the Uniform Commercial Code as adopted in Texas, V.T.C.A., Bus. & Comm. Code, Chapter 1, excluding any rule or principle that would refer to and apply the substantive law of another state or jurisdiction. All issues arising from this Contract shall be resolved

in the courts of Travis County, Texas and the parties agree to submit to the exclusive personal jurisdiction of such courts. The foregoing, however, shall not be construed or interpreted to limit or restrict the right or ability of the City to seek and secure injunctive relief from any competent authority as contemplated herein.

- 8.23 **Invalidity.** The invalidity, illegality, or unenforceability of any provision of the Contract shall in no way affect the validity or enforceability of any other portion or provision of the Contract. Any void provision shall be deemed severed from the Contract and the balance of the Contract shall be construed and enforced as if the Contract did not contain the particular portion or provision held to be void. The parties further agree to reform the Contract to replace any stricken provision with a valid provision that comes as close as possible to the intent of the stricken provision. The provisions of this section shall not prevent this entire Contract from being void should a provision which is the essence of the Contract be determined to be void.

- 8.24 **Holidays.** The following holidays are observed by the City:

<u>HOLIDAY</u>	<u>DATE OBSERVED</u>
New Year's Day	January 1
Martin Luther King, Jr's Birthday	Third Monday in January
President's Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Veteran's Day	November 11
Thanksgiving Day	Fourth Thursday in November
Friday after Thanksgiving	Friday after Thanksgiving
Christmas Eve	December 24
Christmas Day	December 25

If a Legal Holiday falls on Saturday, it will be observed on the preceding Friday. If a Legal Holiday falls on Sunday, it will be observed on the following Monday.

- 8.25 **Survivability of Obligations.** All provisions of the Contract that impose continuing obligations on the parties, including but not limited to the warranty, indemnity, and confidentiality obligations of the parties, shall survive the expiration or termination of the Contract.
- 8.26 **Non-Suspension or Debarment Certification.** The City is prohibited from contracting with or making prime or sub-awards to parties that are suspended or debarred or whose principals are suspended or debarred from Federal, State, or City of Austin Contracts. By accepting a contract with the City, the Contractor certifies that its firm and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the Exclusions records at SAM.gov, the State of Texas, or the City of Austin.

addressing their complaint, employees are advised to contact another member of management or their human resources representative. No employee shall be discriminated against, harassed, intimidated, nor suffer any reprisal as a result of reporting a violation of this policy. Furthermore, any employee, supervisor, or manager who becomes aware of any such discrimination or harassment should immediately report it to executive management or the human resources office to ensure that such conduct does not continue.

Contractor agrees that to the extent of any inconsistency, omission, or conflict with its current non-discrimination employment policy, the Contractor has expressly adopted the provisions of the City's Minimum Non-Discrimination Policy contained in Section 5-4-2 of the City Code and set forth above, as the Contractor's Non-Discrimination Policy or as an amendment to such Policy and such provisions are intended to not only supplement the Contractor's policy, but will also supersede the Contractor's policy to the extent of any conflict.

UPON CONTRACT AWARD, THE CONTRACTOR SHALL PROVIDE A COPY TO THE CITY OF THE CONTRACTOR'S NON-DISCRIMINATION POLICY ON COMPANY LETTERHEAD, WHICH CONFORMS IN FORM, SCOPE, AND CONTENT TO THE CITY'S MINIMUM NON-DISCRIMINATION POLICY, AS SET FORTH HEREIN, OR THIS NON-DISCRIMINATION POLICY, WHICH HAS BEEN ADOPTED BY THE CONTRACTOR FOR ALL PURPOSES (THE FORM OF WHICH HAS BEEN APPROVED BY THE CITY'S EQUAL EMPLOYMENT/FAIR HOUSING OFFICE), WILL BE CONSIDERED THE CONTRACTOR'S NON-DISCRIMINATION POLICY WITHOUT THE REQUIREMENT OF A SEPARATE SUBMITTAL.

Sanctions:

Our firm understands that non-compliance with Chapter 5-4 may result in sanctions, including termination of the contract and suspension or debarment from participation in future City contracts until deemed compliant with the requirements of Chapter 5-4.

Term:

The Contractor agrees that this Section 0800 Non-Discrimination Certificate or the Contractor's separate conforming policy, which the Contractor has executed and filed with the Owner, will remain in force and effect for one year from the date of filing. The Contractor further agrees that, in consideration of the receipt of continued Contract payments, the Contractor's Non-Discrimination Policy will automatically renew from year-to-year for the term of the underlying Contract.

Dated this 28th day of May, 2015

CONTRACTOR
Authorized
Signature

Title

Safe Place
Julia Elspann
Executive Director

In witness whereof, the parties have caused duly authorized representatives to execute this Contract on the dates set forth below.

**TRAVIS COUNTY DOMESTIC VIOLENCE AND
SEXUAL ASSAULT SURVIVAL CENTER DBA
SAFEPLACE**

Signature: Julia E. Spann

Name: Julia E. Spann
Printed Name

Title: Executive Director

Date: 5-28-2015

CITY OF AUSTIN

Signature: [Signature]

Name: JAMES SCARBORO
PURCHASING OFFICE

Date: 8/18/15

EXHIBITS

Exhibit A – Program Forms

- A.1** Program Work Statement
- A.2** Program Performance Measures
- A.3** Client Eligibility Requirements

Exhibit B – Program Budget Forms

- B.1** Program Budget and Narrative

Exhibit C – Equal Employment/Fair Housing Office/Non-Discrimination Certification

Program Work Statement

Contract Start Date	9/1/2015	Contract End Date	9/30/2018
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Program Goals And Objectives

Number of Shelter Beds: 105

SafePlace's mission is to end sexual and domestic violence through safety, healing, prevention and social change. The goals of the program are to provide safety and healing services to people in Austin and Travis County who have experienced rape, sexual abuse and/or domestic violence. The objectives are to: meet victims' immediate needs for safety; help them heal from the trauma they have experienced; and support their efforts to build healthy, self-sufficient lives free of violence.

Program Clients Served

SafePlace serves women, children and men who have experienced rape, sexual abuse and/or domestic violence. Clients served are any age and are primarily from the City of Austin and Travis County. Clients include members of traditionally underserved populations, among which are low-income persons, people with disabilities, persons who have been homeless, and people of color. Priority for emergency shelter is given to people who are at higher levels of danger as staff assess safety and risk. Counseling services prioritizes those seeking individual and family counseling based on level of danger (high level of lethality), trauma symptoms that impact work, school or care for children, and recent sexual assault/abuse survivors who are children/youth. Most individuals are given the option of immediately joining a support group.

Program Services And Delivery

SafePlace provides comprehensive services to address the safety, economic, emotional, physical and other basic needs of domestic/sexual violence survivors. Our successes with the target population include providing services addressing safety, healing, and violence prevention.

Emergency Shelter – The Kelly White Family Shelter (Family Shelter)

A woman, man or family in need of emergency shelter to escape a domestic violence situation may request admission into the Kelly White Family Shelter. The Family Shelter accommodates up to 25 families (adult domestic violence survivors with their children) and ten adults unaccompanied by children at a time, with a total capacity of approximately 105 people. We typically provide shelter to men in local motels, although there have been circumstances where we have provided emergency shelter to men and their children in the Family Shelter.

At the shelter, we conduct safety planning with residents, and provide for their basic needs, including food, clothing, personal care and household items. We also offer counseling, case management and advocacy. Specially-designed services for youth living in shelter (described below) are provided. Services offered to Family Shelter residents are also available to men who may be sheltered onsite or sheltered offsite in motels.

An individual or family entering shelter first meets with a SafePlace Resident Advisor for intake, orientation, and assessment of immediate basic needs for which we can provide. Within a few days of arrival, SafePlace staff will help the resident prepare a safety plan for the immediate future, including scenarios involving the client staying or leaving the shelter.

Each adult shelter resident who chooses to receive case management services will work with a SafePlace Case Manager (Survivor Support Specialist) to identify and access resources to help them leave shelter to a safe situation. These resources may include housing, legal, employment, transportation, medical and educational services, financial assistance, and referrals. Support for children's medical, educational and related needs is also provided. Case Managers help clients develop and implement a plan for successfully taking the next step in their lives toward building self-sufficiency.

Individual and group counseling is available to help clients in shelter begin to cope with and heal from the abuse and trauma they have experienced. On-site medical and psychiatric services, and off-site well-woman services are also available, via a collaboration with local health care providers.

At any time, there may be 50 or more children and teens living in the Family Shelter. SafePlace offers therapeutic, educational and recreational programming for youth. We provide a licensed, on-site child care center and a K-12 charter school. After school and in the evenings, SafePlace also provides structured and creative activities, support groups, and educational enrichment services. All of these services are designed to help youth build communication, relationship and other

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Last Modified, If Applicable 4/21/2015 11:02:00 AM

Program Work Statement

Contract Start Date 9/1/2015 ***Contract End Date*** 9/30/2018

key skills, enhance self-esteem, and learn and have fun with caring adults who serve as mentors.

Counseling for adult and child victims of sexual assault or domestic violence

For victims of domestic violence or sexual assault, including adults who were sexually abused as children, SafePlace offers therapeutic counseling services at our Resource Center facility. Services are confidential and free of charge, and include: individual, group and family counseling; play therapy; trauma symptom management; assessment and referral for psychiatric services; safety planning; and crisis intervention. Phone counseling is also available for abuse survivors who are unable to leave their homes to come to SafePlace. Program staff are master's degree-level counselors experienced in working with people hurt by violence and trauma, and include individuals fluent in Spanish and American Sign Language. Many have advanced licensure and/or specialized training in evidence based trauma treatment modalities such as Somatic Experiencing (SE), Eye Movement Desensitization Reprocessing (EMDR), and Trauma Focused Cognitive Behavioral Therapy.

To request counseling services, people call SafePlace's 24-hour hotline. We offer walk-in intakes on Wednesdays, where people can come to SafePlace without an appointment and meet individually with a counselor for intake, safety planning, and information and referral. We also offer scheduled intakes on other days. People who seek phone counseling services complete an intake via telephone. We receive referrals from external agencies and staff of other SafePlace programs as well as friends, family members, attorneys, faith communities, hospitals, schools, and law enforcement. During the intake, an assessment of client needs is completed to better connect the survivor with appropriate services. Information is given on SafePlace services, client rights, the dynamics of domestic violence and sexual assault, and community resources.

SafePlace offers 15-20 crisis stabilization sessions per week for survivors who need immediate safety planning or assistance with trauma symptom management. We also offer from 10 to 27 counseling groups per week. This currently includes specialty groups, such as: a male survivor group, a parenting group in Spanish, domestic and sexual violence support groups; foundations of healing; next step (moving beyond trauma), children's groups and teen groups. We also offer an offsite Seeking Safety group for domestic/sexual violence survivors with substance abuse issues and an offsite group for incarcerated survivors. Closed groups for 5-7 participants are also offered and held for 10 weeks. In these groups, clients can work on individual goals, while receiving support from group members. This provides a healing experience that helps move clients out of isolation and shame that often results from abuse and trauma.

Counseling helps abuse survivors heal by rebuilding a sense of security, confidence, safety and personal power, which may have been eroded or lost as a result of abuse. Counseling helps survivors increase their level of functioning and build self-sufficiency by understanding the effects of abuse, learning ways to manage the impacts of trauma, and not blaming themselves for the violence. Since so much of the abuse has occurred within trusted relationships, counseling focuses on rebuilding trust and learning skills so that survivors can develop safe, healthy relationships.

System for Collecting and Reporting Program Data

SafePlace uses a comprehensive database (Apricot) to track, maintain and analyze data on services provided. Direct service staff enter data into Apricot on a daily basis. Upon intake, direct service staff enter client demographic and service data (type/length of services, enter/exit date, case notes, etc.) into Apricot. SafePlace tracks demographic information, such as race/ethnicity, city, zip code and age, among other data, through a service registration form at intake.

SafePlace uses shelter client exit surveys to collect information on households that move to a safe location without the abuser (households that transition from homelessness to housing). Our Shelter and Counseling Services programs also employ anonymous client surveys to collect data on outcomes such as increased sense of safety, increased awareness of resources and/or increased ability to manage the effects of trauma. Through Apricot, we run program data reports regularly for agency staff, funders, and our Board of Directors.

As mandated by the federal Violence Against Women Act (VAWA) and HUD guidance, victim service providers cannot enter data directly into HMIS, and must use a comparable internal database. SafePlace thus does not participate in HMIS, and uses a comparable internal database that collects client-level data over time and generates unduplicated aggregate reports based on this data.

Performance Evaluation

Data on agency clients and services is tracked and maintained in SafePlace's comprehensive database, through which

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Program Work Statement

Contract Start Date 9/1/2015 **Contract End Date** 9/30/2018

reports are regularly generated for agency administrators, Program Directors, funders, and our Board of Directors. Performance related to program output measures is reviewed by Program Directors at least quarterly. Outcomes are measured in several ways: a) clients exiting shelter are asked to complete an exit survey, which asks them to identify where they are going and if that location includes their abusive partner, among other questions; and, b) adult counseling clients are asked to fill out anonymous surveys after completing three or more counseling sessions.

Quality Improvement

SafePlace works to ensure the continual improvement of the quality of our services through using evaluative measures in program and strategic planning. SafePlace is committed to program evaluation and continual improvement of client service quality. Supervisors review client files and discuss caseloads regularly with staff. Written process recordings and direct observation by supervisors are used for training purposes. Directors/managers also use reports from our database to identify problems, trends and make decisions for service delivery enhancements. Monthly, SafePlace staff report on governmental grant performance to the Board of Director's Program Committee so that Board members can monitor progress toward achieving target performance measures.

In addition, SafePlace has a client grievance procedure to ensure accountability for the quality of services offered to clients, and provides clients with a clear and equitable avenue for making complaints. Clients are given information about the client grievance process during the first appointment. Clients who have questions/complaints about SafePlace policies, procedures, or operations are encouraged to discuss these with their primary staff contact. If a satisfactory explanation/resolution is not reached, the client can discuss the matter with the appropriate Program Director, then on to the appropriate Senior Director (if applicable). If a satisfactory explanation or resolution is not reached, the client/person may submit a written grievance to the agency's Chief Quality Officer (CQO). The CQO will investigate the grievance, confer with at least one Senior Director who does not directly supervise the program in which the incident(s) occurred, and the Executive Director. The CQO will respond in writing to the client/person, unless the client/person has requested a personal interview. In either case, a response will be made within 48 hours of receiving the grievance. If resolution is not achieved, the client/person may request that their written grievance be submitted to a duly-appointed member of the agency's Board of Directors' Executive Committee through a letter to the Executive Director. The Board member will ensure appropriate review of the information, and return a decision within three working days of receiving the grievance. This decision will be final and binding. If the grievance involves the Executive Director, the individual should appeal directly to the Chair of the Board of Directors.

SafePlace also uses staff expertise and experience to improve service quality via regularly-held meetings of program staff. At these meetings, program delivery challenges, programming needs, and other issues affecting clients and services are addressed. Further, we distribute client satisfaction surveys on an ongoing basis and use this information to make agency improvements. We also conduct focus groups with clients for specific program development needs.

Service Coordination with Other Agencies

When our Family Shelter is full, we coordinate accommodations for emergency shelter with shelters in surrounding counties. The Salvation Army and other local agencies offer shelter to homeless persons, and there are other organizations that offer mental health counseling.

Service coordination occurs in many ways. Through a collaboration with People's Community Clinic, Austin Travis County Integral Care and Planned Parenthood, SafePlace clients receive medical, psychiatric and well-woman care and health education. SafePlace collaborates with Communities in Schools and LifeWorks (lead agency) in the Shared Psychiatric Project, which offers contracted psychiatric services, clinical care management and psychotropic medications at SafePlace and LifeWorks. Our agency coordinates with local hospitals and Sexual Assault Nurse Examiners to serve rape survivors at local emergency rooms. Also, there are SafePlace staff co-located at places where people typically seek assistance (i.e., Child Protective Services, the Travis County District Attorney's Office and the Travis County Attorney's Office). In these circumstances, we are able to train those organizations' staff on recognizing and responding appropriately to abuse survivors.

SafePlace receives referrals from local law enforcement, health care professionals, school personnel and other social service providers, some of which are received via the 2-1-1 Texas helpline. Through our Hotline and case management services, SafePlace provides individuals with referrals to community organizations to obtain assistance with legal, substance abuse, and other matters.

SafePlace is involved in multiple community collaborations that involve shared decision-making and shared resources. The

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Program Work Statement

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list of such formal collaborative agreements in long and diverse; below please find a few examples of our current partnerships:

Best Single Source (BSS) Plus project: This collaborative financial assistance project (led by Caritas of Austin and involving multiple local agencies) helps people find the agency that is best suited to address their rapid rehousing and other key needs (shelter, food, utility assistance, transportation, child care, education, legal, and medical needs) in order to prevent homelessness. SafePlace is a founding partner of BSS.

PASSAGES: This multi-agency collaborative program offers case management and financial assistance to families at risk of homelessness to help enhance their self-sufficiency. SafePlace provides services to survivors of violence, assisting clients in their efforts to end economic dependence on their batterers and to build safe and stable lives.

Sexual Assault Response and Resources Team (SARRT) and the Family Violence Protection Team (FVPT): The SARRT and FVPT include various law enforcement, victim services, criminal justice, health care and/or other partner agencies, including SafePlace. These agencies provide services and give and receive referrals to best meet the needs of sexual violence victims and family violence victims, respectively, in Austin and Travis County. Central purposes of the SARRT and FVPT include: ongoing coordination of services and referrals among partner agencies to ensure a skillful and compassionate response to victims, and effective investigation and prosecution of offenders.

SafePlace and Child Protective Services (CPS): SafePlace and CPS have a formal relationship through a Memorandum of Understanding (MOU) that outlines practices of each agency in child abuse cases. SafePlace has a designated staff person who is co-located at a local CPS office, works with CPS investigators when cases involve family violence and child abuse, and provides direct services to families. While domestic/sexual violence agencies across Texas work with CPS, few (if any) have collaborations akin to that of SafePlace and CPS.

SafePlace and Goodwill Industries of Central Texas: Goodwill's Employment Specialist staff provide job readiness, placement and retention services at SafePlace to our clients. Goodwill also provides vouchers for use by SafePlace clients at its stores.

LIFT: An Alliance to End Abuse (LIFT Alliance): SafePlace is a founding partner, along with the Austin Children's Services, of the LIFT Alliance. The mission of the LIFT Alliance is: to eliminate child, sexual and domestic violence and abuse through the power of our combined voices and actions. It addresses the reality that families can experience all these forms of violence, and combines our efforts to improve services for survivors. The three primary goals of the LIFT Alliance are to: provide better-coordinated services; allow its partner agencies to advocate for more responsive and intelligent systems to help stop these interconnected crimes; and use scarce resources more efficiently. This model provides additional opportunities to provide coordinated and responsive services to youth and adults experiencing victimization; and utilize administrative resources more efficiently, including human resources, finance, facilities, technology, communications and fundraising functions.

Service Collaboration with Other Agencies

There are no collaborations funded by this project.

Community Planning Activities

SafePlace participates in many planning activities with public and private agencies (e.g., law enforcement, prosecutors, victim service providers, etc.). SafePlace is a member of the Family Violence Protection Team and the Sexual Assault Response and Resources Team, which involve law enforcement, healthcare, legal and other agencies. Both help ensure effective service planning, coordination, investigation and prosecution of offenders. SafePlace is also a member of the Continuum of Care (CoC), a community-wide commitment to ending homelessness, optimizing self-sufficiency and supporting nonprofits and State and local governments to quickly rehouse families while minimizing the trauma and dislocation caused by it.

Program Performance Measures

		Period			Contract Term
		1	2	3	
	Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
	End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Outputs		Period			Contract Term **
		1	2*	3*	
ID	Output Measure Description				
1	Total Number of Unduplicated Clients Served	602	602	602	1510

Outcomes		Period			Contract Term **
		1	2*	3*	
ID	Outcome Measure Description				
	Number of case-managed households that transition from homelessness into housing	131	131	131	325
1B	Number of households that exit the program	165	165	165	411
	Percent of case-managed households that transition from homelessness into housing	79.39	79.39	79.39	79.08
	Number of Homeless Households residing in Shelter programs receiving HHSD-funding who receive case management services	149	149	149	370
	Number of Homeless Households residing in Shelter programs receiving HHSD-funding	165	165	165	411
	Percent of Homeless Households residing in Shelter programs that receive case management services	90.3	90.3	90.3	90.02

* Goal Served May Include Carry-Over From Previous Period

** Goal Served Spans Contract Term / May Not Include Carry-Over / Clients Served Must Be < or = Sum of Periods)

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City of Austin Health and Human Services

Social Service Contracts

Client Eligibility Requirements

UNLESS OTHERWISE STATED IN THE CONTRACT WORK STATEMENT, THESE REQUIREMENTS APPLY TO ALL CLIENTS SERVED WITH CITY SOCIAL SERVICES FUNDING.

GENERAL

- Eligibility requirements for clients served under grant contracts will be determined by the grantor.
- Agency must maintain a record of client eligibility (e.g. client file or electronic record) that includes documentation of:
 - Annual certification of client eligibility
 - Services provided to client
- Agency must recertify client when notified of a change in family circumstances (e.g. family income, residence, and/or family composition)
- Unless specified by Grant/Funding Source, re-certification of clients is required not less than once every 12 months (unless required earlier by a change in family circumstances)
- Homeless clients:
 - If the program eligibility requires homeless status, the residency requirements and income requirements do not apply
 - Homeless status must be documented by a signed (1) Homeless Eligibility Form or Homeless Self-Declaration Form and (2) entry into Homeless Management Information System (HMIS) database. These forms must be developed by the agency and be approved by the City contract manager.
- Other Client populations:
 - Clients in programs serving victims of violence are not subject to residency or income requirements
 - Eligibility exceptions for any other type of clients and/or documentation situations must be described in Contract Work Statement
- Date of receipt by agency must be indicated on all documentation in client file

IDENTITY

- Client must provide proof of identity in order to receive City-funded services, documented by:
 - A government –issued identification; or
 - A signed Self-Declaration of Identity supported by client residency documentation

RESIDENCY

- City-funded clients must be a resident of the City of Austin (Full Purpose Jurisdiction) and/or Travis County
 - Residence must be documented by proof of address that includes client name (e.g. City utility bill, lease, letter from landlord, etc.)
 - Residency eligibility must be verified by one or more of the following sources:
 - Austin GIS Jurisdictions Web Map (<http://www.austintexas.gov/gis/JurisdictionsWebMap/>)
 - Travis County Appraisal District website (<http://www.traviscad.org>)

City of Austin Health and Human Services

Social Service Contracts

Client Eligibility Requirements

- U.S. Postal Service website (verification of County only) (www.usps.com)

INCOME

- Client intake form must reflect wages/income of all family members 18 years old or older living in the household
- Determination of Family Size:
 - ♦ For the purposes of determining eligibility for City-funded services, a family unit consists of:
 - A person living alone:
 - An adult living alone
 - A minor child living alone or with others who are not responsible for the child's support
 - Two or more persons living together who are wholly or partially responsible for the support of the other person/people:
 - Two persons in a domestic partnership, or legal or common-law marriage
 - One or both legal parents and minor children
 - One or both adult caretakers of minors and the caretaker(s)'s minor children. Note: a caretaker is one or both adults(s) who performs parental functions (provision of food, clothing, shelter, and supervision) for a minor.
- Family income must be 200% or less of current Federal Poverty Income Guidelines (FPIG) to be eligible for City-funded services; agency must update its FPIG categories when Federal figures change. Income inclusions and exclusions are based on Texas Administrative Code §5.19 and are as follows:

(1) Included Income:

- (A) Temporary Assistance for Needy Families (TANF);
- (B) Money, wages and salaries before any deductions;
- (C) Net receipts from non-farm or farm self-employment (receipts from a person's own business or from an owned or rented farm after deductions for business or farm expenses);
- (D) Regular payments from social security, including Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI);
- (E) Railroad retirement;
- (F) Unemployment compensation;
- (G) Strike benefits from union funds;
- (H) Worker's compensation;
- (I) Training stipends;
- (J) Alimony;
- (K) Military family allotments;
- (L) Private pensions;
- (M) Government employee pensions (including military retirement pay);
- (N) Regular insurance or annuity payments; and
- (O) Dividends, interest, net rental income, net royalties, periodic receipts from estates or trusts; and net gambling or lottery winnings.

(2) Excluded Income:

- (A) Capital gains; any assets drawn down as withdrawals from a bank;
- (B) The sale of property, a house, or a car;
- (C) One-time payments from a welfare agency to a family or person who is in temporary financial difficulty;

City of Austin Health and Human Services

Social Service Contracts

Client Eligibility Requirements

- (D) Tax refunds, gifts, loans, and lump-sum inheritances;
- (E) One-time insurance payments or compensation for injury;
- (F) Non-cash benefits, such as the employer-paid or union-paid portion of health insurance or other employee fringe benefits;
- (G) Food or housing received in lieu of wages;
- (H) The value of food and fuel produced and consumed on farms;
- (I) The imputed value of rent from owner-occupied non-farm or farm housing;
- (J) Federal non-cash benefit programs as Medicare, Medicaid, Food Stamps, and school lunches;
- (K) Housing assistance and combat zone pay to the military;
- (L) Veterans (VA) Disability Payments;
- (M) College scholarships, Pell and other grant sources, assistantships, fellowships and work study, VA Education Benefits (GI Bill); and
- (N) Child support payments.

- Client income amounts must reflect *Gross Income*, before any deductions
- If any adult family member has no income, a Self-Declaration of No Income form is required for that individual
- Income documentation requirement:
 - ❖ Programs providing financial assistance to or on behalf of clients (including but not limited to rent, utilities, arrears, child care, tuition, occupational training): the client file must include primary eligibility sources; declaration of eligibility for another program (e.g., TANF, Free/Reduced/School Lunch Program) is not adequate documentation of eligibility
 - ❖ Programs which do not provide financial assistance to or on behalf of clients: the client file must include primary eligibility sources or a self-declaration of income form

Any question about eligibility criteria not addressed here or for which the contractor needs clarification must be referred to the contractor's City contract manager. The City has final authority to declare an individual eligible or not eligible for City-funded services based on the criteria in this document.

Program Budget and Narrative

	<i>1</i>	<i>Period</i> <i>2</i>	<i>3</i>	<i>Contract Start</i> <i>Contract End</i>	<i>9/1/2015</i> <i>9/30/2018</i>
Period Start Date	9/1/2015	10/1/2016	10/1/2017		
Period End Date	9/30/2016	9/30/2017	9/30/2018		
Salary plus Benefits	\$559,694.00	\$559,694.00	\$559,694.00		\$1,679,082.00
General Operations Expenses	\$117,306.00	\$117,306.00	\$117,306.00		\$351,918.00
Program Subcontractors	\$0.00	\$0.00	\$0.00		\$0.00
Staff Travel	\$0.00	\$0.00	\$0.00		\$0.00
Conferences	\$0.00	\$0.00	\$0.00		\$0.00
Operations SubTotal	\$117,306.00	\$117,306.00	\$117,306.00		\$351,918.00
Food and Beverages for Clients	\$20,000.00	\$20,000.00	\$20,000.00		\$60,000.00
Financial Direct Assistance to Clients	\$25,000.00	\$25,000.00	\$25,000.00		\$75,000.00
Other Assistance Amount	\$0.00	\$0.00	\$0.00		\$0.00
Direct Assistance SubTotal	\$45,000.00	\$45,000.00	\$45,000.00		\$135,000.00
Capital Outlay Amount	\$0.00	\$0.00	\$0.00		\$0.00
Total	\$722,000.00	\$722,000.00	\$722,000.00		\$2,166,000.00
Total Period Percentage	33.33	33.33	33.33		

Detailed Budget Narrative

Salaries plus Benefits	Staff working in the program include Counseling Director, Counseling Manager (2), Counselor (8), Shelter Counselor, Survivor Support Specialist (3), Resident Advisor (8), Resident Advisor Program Manager, Shelter Advocacy Manager, Food Services Coordinator, Vice President of SafePlace; Residential and Survivor Support Services, Shelter and Children's Services Director, Children's Activity Manager, Children's Advocate (5). Administrative staff include Chief Financial Officer, Grants Financial Manager, Chief Quality Officer, AP/AR Coordinator, Accounting Coordinator, Payroll Manager, Information Systems Database Director, Information Systems Database Specialist. Benefits for funded staff include Social Security, Medicare, Unemployment Insurance, Health, Dental, Life, Work Comp Insurance, Retirement, Vision and Short Term Disability Insurance.
General Op Expenses	Fiscal Audit, Program/General Office Supplies, Janitorial Supplies/Services, Maintenance/Building/Grounds Supplies, Telephone/Telecommunications, Utilities, Lawn Maintenance, Pest Control, Security Services, Security Maintenance and Monitoring, Trash Disposal, Facilities Maintenance/Repair Services, Facility Inspections, Equipment Rental, Postage, Printing, Copier, Property/Liability Insurance.
Program Subcontractors	Not applicable
Staff Travel	Not applicable
Conferences	Not applicable
Food and Beverage	Shelter food and beverages.
Financial Assistance	Financial assistance to clients for Housing, Hotel Shelter, Utility, Legal, Medical, Translation, Transportation, Food, Identification Assistance, Child Care, Education, Employment Assistance and Other direct client assistance.
Other Assistance	Not applicable

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Program Budget and Narrative

Capital Outlay

Not applicable

**City of Austin, Texas
EQUAL EMPLOYMENT/FAIR HOUSING OFFICE
NON-DISCRIMINATION CERTIFICATION**

**City of Austin, Texas
Human Rights Commission**

To: City of Austin, Texas, ("OWNER")

I hereby certify that our firm conforms to the Code of the City of Austin, Section 5-4-2 as reiterated below:
Chapter 5-4. Discrimination in Employment by City Contractors.

Sec. 4-2 Discriminatory Employment Practices Prohibited. As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations and agrees:

- (B) (1) Not to engage in any discriminatory employment practice defined in this chapter.
- (2) To take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without discrimination being practiced against them as defined in this chapter. Such affirmative action shall include, but not be limited to: all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising; selection for training and apprenticeship, rates of pay or other form of compensation, and layoff or termination.
- (3) To post in conspicuous places, available to employees and applicants for employment, notices to be provided by OWNER setting forth the provisions of this chapter.
- (4) To state in all solicitations or advertisements for employees placed by or on behalf of the Contractor, that all qualified applicants will receive consideration for employment without regard to race, creed, color, religion, national origin, sexual orientation, gender identity, disability, veteran status, sex or age.
- (5) To obtain a written statement from any labor union or labor organization furnishing labor or service to Contractors in which said union or organization has agreed not to engage in any discriminatory employment practices as defined in this chapter and to take affirmative action to implement policies and provisions of this chapter.
- (6) To cooperate fully with OWNER's Human Rights Commission in connection with any investigation or conciliation effort of said Human Rights Commission to ensure that the purpose of the provisions against discriminatory employment practices are being carried out.
- (7) To require compliance with provisions of this chapter by all subcontractors having fifteen or more employees who hold any subcontract providing for the expenditure of \$2,000 or more in connection with any contract with OWNER subject to the terms of this chapter.

For the purposes of this Offer and any resulting Contract, Contractor adopts the provisions of the City's Minimum Standard Nondiscrimination Policy set forth below.

**City of Austin
Minimum Standard Non-Discrimination in Employment Policy:**

As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations.

The Contractor will not discriminate against any applicant or employee based on race, creed, color, national origin, sex, age, religion, veteran status, gender identity, disability, or sexual orientation. This policy covers all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising, selection for training and apprenticeship, rates of pay or other forms of compensation, and layoff or termination.

Further, employees who experience discrimination, sexual harassment, or another form of harassment should immediately report it to their supervisor. If this is not a suitable avenue for

addressing their complaint, employees are advised to contact another member of management or their human resources representative. No employee shall be discriminated against, harassed, intimidated, nor suffer any reprisal as a result of reporting a violation of this policy. Furthermore, any employee, supervisor, or manager who becomes aware of any such discrimination or harassment should immediately report it to executive management or the human resources office to ensure that such conduct does not continue.

Contractor agrees that to the extent of any inconsistency, omission, or conflict with its current non-discrimination employment policy, the Contractor has expressly adopted the provisions of the City's Minimum Non-Discrimination Policy contained in Section 5-4-2 of the City Code and set forth above, as the Contractor's Non-Discrimination Policy or as an amendment to such Policy and such provisions are intended to not only supplement the Contractor's policy, but will also supersede the Contractor's policy to the extent of any conflict.

UPON CONTRACT AWARD, THE CONTRACTOR SHALL PROVIDE A COPY TO THE CITY OF THE CONTRACTOR'S NON-DISCRIMINATION POLICY ON COMPANY LETTERHEAD, WHICH CONFORMS IN FORM, SCOPE, AND CONTENT TO THE CITY'S MINIMUM NON-DISCRIMINATION POLICY, AS SET FORTH HEREIN, OR THIS NON-DISCRIMINATION POLICY, WHICH HAS BEEN ADOPTED BY THE CONTRACTOR FOR ALL PURPOSES (THE FORM OF WHICH HAS BEEN APPROVED BY THE CITY'S EQUAL EMPLOYMENT/FAIR HOUSING OFFICE), WILL BE CONSIDERED THE CONTRACTOR'S NON-DISCRIMINATION POLICY WITHOUT THE REQUIREMENT OF A SEPARATE SUBMITTAL.

Sanctions:

Our firm understands that non-compliance with Chapter 5-4 may result in sanctions, including termination of the contract and suspension or debarment from participation in future City contracts until deemed compliant with the requirements of Chapter 5-4.

Term:

The Contractor agrees that this Section 0800 Non-Discrimination Certificate or the Contractor's separate conforming policy, which the Contractor has executed and filed with the Owner, will remain in force and effect for one year from the date of filing. The Contractor further agrees that, in consideration of the receipt of continued Contract payments, the Contractor's Non-Discrimination Policy will automatically renew from year-to-year for the term of the underlying Contract.

Dated this 28th day of May, 2015

CONTRACTOR
Authorized
Signature

Title

Safe Place
Julia E. Spenn
Executive Director

Applications Funded in Response to RFP EAD0116
Self Sufficiency Social Services

Evaluation Score	Agency Name	Program Name	37-Month Funding	3, 12-Month Extension Options	Total Contract Amount
118	Youth & Family Alliance (Lifeworks)	Collective Impact Continuum	\$2,428,800	\$809,600	\$4,857,600
115	Meals on Wheels and More	Meals on Wheels	\$1,302,849	\$434,283	\$2,605,698
115	Any Baby Can	Ready Families Collaborative (C-11)	\$4,459,737	\$1,486,579	\$8,919,474
115	Austin Child Guidance Center	Underserved Families Mental Health Program	\$536,376	\$178,792	\$1,072,752
114	Casa Marianella	Emergency Shelter	\$544,320	\$181,440	\$1,088,640
113	Communities in Schools	Case Management & Pebble Project	\$1,427,469	\$475,823	\$2,854,938
113	Travis County Domestic ... (SafePlace)	Expect Respect	\$494,760	\$164,920	\$989,520
113	Theatre Action Project (Creative Action)	Del Valle Collaborative Afterschool Program (C-3)	\$845,934	\$281,978	\$1,691,868
113	Family Eldercare	Living Well Collaborative (C-6)	\$514,764	\$171,588	\$1,029,528
111	Travis County Domestic ... (SafePlace)	Victim Services	\$2,166,000	\$722,000	\$4,332,000
111	Family Eldercare	Counseling Services	\$164,955	\$54,985	\$329,910
111	Caritas of Austin	BSS+ (C-12)	\$9,992,721	\$3,330,907	\$19,985,442
110	Austin Recovery	Self Sufficiency Continuum Services	\$1,371,249	\$457,083	\$2,742,498
110	Caritas of Austin	Mental and Behavioral Health Services	\$643,377	\$214,459	\$1,286,754
110	The ARC of the Capital Area	Family & Juvenile Transition Services	\$183,726	\$61,242	\$367,452
109	Family Eldercare	Money Management	\$210,000	\$70,000	\$420,000
109	Foundation Communities	Afterschool Summer Youth Program	\$420,000	\$140,000	\$840,000
109	Capital Area Food Bank	Food Bank Services	\$681,141	\$227,047	\$1,362,282
109	Foundation Communities	Tax Prep & Financial Programs	\$371,250	\$123,750	\$742,500
108	VinCare Services of Austin	Saint Louise House	\$273,000	\$91,000	\$546,000
107	Helping the Aging, Needy and Disabled (HAND)	Charitable Care/Sliding Scale	\$120,933	\$40,311	\$241,866
106	Samaritan Center	Whole Body Mental Health Services	\$285,390	\$95,130	\$570,780
106	Foundation for the Homeless	Family Rehousing Initiative	\$713,958	\$237,986	\$1,427,916
106	Austin Children's Shelter	Wrap Around Residential Program	\$264,600	\$88,200	\$529,200
105	Planned Parenthood	Sisters Saving Sisters Program	\$144,612	\$48,204	\$289,224
105	Family Eldercare	Medication Management	\$163,800	\$54,600	\$327,600

Evaluation Score	Agency Name	Program Name	37-Month Funding	3, 12-Month Extension Options	Total Contract Amount
105	Workforce Solutions	Workforce and Education Readiness Continuum (C-13)	\$7,520,967	\$2,506,989	\$15,041,934
104	Salvation Army	Pathways & Partnerships	\$681,864	\$227,288	\$1,363,728
103	Court Appointed Special Advocates (CASA)	Transitioning Youth Program	\$120,000	\$40,000	\$240,000
102	Goodwill Industries Central Texas	Ready to Work	\$2,095,977	\$698,659	\$4,191,954
99	Easter Seals	Housing Services, Early Childhood, Comprehensive Outpatient Rehab, Youth Leaving Services, Adult Services	\$1,002,735	\$334,245	\$2,005,470
97	African American Youth Harvest Foundation	Enrichment of Low Income Youth	\$489,774	\$163,258	\$979,548
97	Texas Rio Grande Legal Aid	Legal Services	\$548,346	\$182,782	\$1,096,692
92	YWCA	YW Counseling & Referral Ctr (YWERC)	\$348,714	\$116,238	\$697,428
90	Austin ISD	Victory	\$615,600	\$205,200	\$1,231,200
82	Austin ISD	Primetime	\$1,921,833	\$640,611	\$3,843,666
82	Child Inc.	Early Steps to School Readiness Summer and After School Program	\$1,293,750	\$431,250	\$2,587,500
*	Council on At-Risk Youth (CARY)	Ounce of Prevention	\$480,000	\$160,000	\$960,000
*	River City Youth Foundation	Dove Springs	\$350,400	\$116,800	\$700,800
Total					\$96,391,362
* Council on At-Risk Youth (CARY) and River City Youth Foundation were disqualified from the RFA process by the Purchasing Office due to non-compliance with the solicitation requirements.					

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The following Supplemental Purchasing Provisions apply to this solicitation:

1. EXPLANATIONS OR CLARIFICATIONS: (reference paragraph 5 in Section 0200)

All requests for explanations or clarifications must be submitted in writing to CityHSRFA2014@austintexas.gov by 4 PM on April 11th, 2014. Questions not submitted to the email address above or after the deadline will not be addressed. Questions and Answers will be available at the following link: <http://austintexas.gov/article/social-services-solicitation>

2. INSURANCE: Insurance is required for this solicitation.

Contractor shall have, and shall require all Subcontractors of every tier providing services under this Contract to have, Standard Insurance meeting the General Requirements as set forth below and sufficient to cover the needs of Contractor and/or Subcontractor pursuant to applicable generally accepted business standards. Depending on services provided by Contractor and/or Subcontractor(s), Supplemental Insurance Requirements or Alternate Insurance Options shall be imposed as follows:

I. General Requirements Applicable to All Contractors' Insurance.

The following requirements (A-J) apply to the **Contractor and to Subcontractor(s) of every tier** performing services or activities pursuant to the terms of this Contract. Contractor acknowledges and agrees to the following concerning insurance requirements applicable to Contractor and Contractor's Subcontractor(s):

- A. The minimum types and limits of insurance indicated below shall be maintained throughout the duration of the Contract.
- B. Insurance shall be written by companies licensed in the State of Texas with an A.M. Best rating of B+ VII or higher.
- C. Prior to commencing work under this Contract, the required insurance shall be in force as evidenced by a Certificate of Insurance issued by the writing agent or carrier. A copy of the Certificate of Insurance shall be forwarded to the Human Services Administration Unit upon request. Execution of this Contract will not occur until such evidence of insurance has been provided and accepted by the City.
- D. Certificates of Insurance shall include the endorsements outlined below and shall be submitted to the Human Services Administration Unit. The Certificate(s) shall show the City of Austin Contract number and all endorsements by number.
- E. Insurance required under this Contract which names City of Austin as Additional Insured shall be considered primary for all claims.
- F. Insurance limits shown below may be written as primary or structured using primary and excess or umbrella coverage that follows the form of the primary policy.
- G. City shall be entitled, upon its request and without expense, to receive certified copies of policies and endorsements.
- H. City reserves the right to review insurance requirements during any term of the Contract and to require that Contractor make reasonable adjustments when the scope of services has been expanded.
- I. Contractor shall not allow any insurance to be cancelled or lapse during any term of this Contract. Contractor shall not permit the minimum limits of coverage to erode or otherwise be reduced. Contractor shall be responsible for all premiums, deductibles and self-insured retention. All deductibles and self-insured retention shall be shown on the Certificates of Insurance.
- J. Insurance coverages specified in this Contract are not intended and will not be interpreted to limit the responsibility or liability of the Contractor or Subcontractor(s).

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- K. The City will accept endorsements providing equivalent coverage if the insurance carrier does not use the specific endorsements indicated below.

II. Specific Requirements

The following requirements (II.A - II.G, inclusive) apply to the **Contractor and to Subcontractor(s) of every tier** performing services or activities pursuant to the terms of this Contract. Contractor acknowledges and agrees to the following concerning insurance requirements applicable to Contractor and Contractor's Subcontractor(s):

A. Workers' Compensation and Employers' Liability Insurance

1. Coverage shall be consistent with statutory benefits outlined in the Texas Workers' Compensation Act.
2. Employers' Liability limits are
 - \$100,000 bodily injury each accident
 - \$100,000 bodily injury by disease
 - \$500,000 policy limit
3. Policies under this Section shall apply to State of Texas and include the following endorsements in favor of City of Austin:
 - a. Waiver of Subrogation (Form 420304)
 - b. Thirty (30) day Notice of Cancellation (Form 420601)

B. Commercial General Liability Insurance

1. Minimum limits:
 - \$500,000* combined single limit per occurrence for coverage A and B.
 - *Supplemental Insurance Requirement
 - If eldercare, childcare, or housing for clients is provided, the required limits shall be:
 - \$1,000,000 per occurrence
2. The Policy shall contain or be endorsed as follows:
 - a. Blanket Contractual liability for this Contract
 - b. Products and Completed Operations
 - c. Independent Contractor Coverage
3. The Policy shall also include the following endorsements or endorsements providing equivalent coverage in favor of City of Austin:
 - a. Waiver of Subrogation (Form CG 2404)
 - b. Thirty (30) day Notice of Cancellation (Form CG 0205)
 - c. City of Austin named as additional insured (Form CG 2010)
4. If care of a child is provided outside the presence of a legal guardian or parent, the Contractor shall provide coverage for sexual abuse and molestation for a minimum limit of \$500,000 per occurrence.
 - The policy shall be endorsed to cover injury to a child while the child is in the care of the Contractor or Subcontractor.

C. Business Automobile Liability Insurance

1. Minimum limits:

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\$500,000 combined single limit per occurrence

- a. If any form of transportation for clients is provided, coverage for all owned, non-owned, and hired vehicles shall be maintained with a combined single limit of \$1,000,000 per occurrence.
2. The Policy shall also include the following endorsements or endorsements providing equivalent coverage in favor of City of Austin:
 - a. Waiver of Subrogation (Form CA 0444)
 - b. Thirty (30) day Notice of Cancellation (Form CA 0244)
 - c. City of Austin named as additional insured (Form CA 2048)

D. Professional Liability Insurance

Coverage shall be provided with a minimum limit of \$1,000,000 per claim to cover negligent acts, errors, or omissions arising out of Professional Services under this Contract.

E. Blanket Crime Policy Insurance

A Blanket Crime Policy **providing coverage for employee dishonesty** shall be required with limits equal to or greater than the sum of all Contract Funds allocated by the City. Acceptance of alternative limits shall be approved by the HHSD Director.

F. Directors and Officers Insurance

Directors and Officers Insurance with a minimum of not less than \$1,000,000 per claim shall be in place for protection from claims arising out of negligent acts, errors or omissions for directors and officers while acting in their capacities as such. If coverage is underwritten on a claims-made basis, the retroactive date shall be coincident with or prior to the date of the Agreement and the certificate of insurance shall state that the coverage is claims made and the retroactive date. The coverage shall be continuous for the duration of the Agreement and for not less than twenty-four (24) months following the end of the Agreement. Coverage, including renewals, shall have the same retroactive date as the original policy applicable to the Agreement or evidence of prior acts or an extended reporting period acceptable to the City may be provided. The Contractor shall, on at least an annual basis, provide the City with a certificate of insurance as evidence of such insurance.

G. Property Insurance

If the Contract provides funding for the purchase of property or equipment the Contractor shall provide evidence of all risk property insurance for a value equivalent to the replacement cost of the property or equipment.

- H. Commercial Crime Insurance** for all losses emanating from the handling of checks or cash including but not limited to losses resulting from dishonest or criminal acts, fraud, embezzlement, forgery, misappropriation or loss of funds and errors in the processing or reporting of funds. This policy shall be written for a minimum limit of the sum total dollar amount of City contracts for social services.

- III. Endorsements:** The specific insurance coverage endorsements specified above, or their equivalents must be provided. In the event that endorsements, which are the equivalent of the required coverage, are proposed to be substituted for the required coverage, copies of the equivalent endorsements must be provided for the City's review and approval.

3. TERM OF CONTRACT:

- A. The Contract shall be in effect for an initial term of 36 months and may be extended thereafter for up to 3 additional 12 month periods, subject to the approval of the Contractor and the City Purchasing Officer or his designee.

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- B. Upon expiration of the initial term or period of extension, the Contractor agrees to hold over under the terms and conditions of this agreement for such a period of time as is reasonably necessary to re-solicit and/or complete the project (not to exceed 180 days unless mutually agreed on in writing).
- C. Upon written notice to the Contractor from the City's Purchasing Officer or his designee and acceptance of the Contractor, the term of this contract shall be extended on the same terms and conditions for an additional period as indicated in paragraph A above.
- D. Prices are firm and fixed for the first 12 months. Thereafter, price changes are subject to the Economic Price Adjustment provisions of this Contract.

4. RECYCLED PRODUCTS:

- A. The City prefers that Offerors offer products that contain recycled materials. When a recycled product is offered by the Offeror, the Offeror must state in their Offer the percentage of the product that is recycled and must include a list of the recycled materials that are contained in the product.
- B. The recycled content of paper products offered to the City shall be in accordance with the Federal Environmental Protection Agency's Recycled Product Procurement Guidelines. These guidelines are available at <http://www.epa.gov/cpg/>.

5. INTERLOCAL PURCHASING AGREEMENTS: (applicable to competitively procured goods/services contracts).

- A. The City has entered into Interlocal Purchasing Agreements with other governmental entities, pursuant to the Interlocal Cooperation Act, Chapter 791 of the Texas Government Code. The Contractor agrees to offer the same prices and terms and conditions to other eligible governmental agencies that have an interlocal agreement with the City.
- B. The City does not accept any responsibility or liability for the purchases by other governmental agencies through an interlocal cooperative agreement.

7. OWNERSHIP AND USE OF DELIVERABLES: The City shall own all rights, titles, and interests throughout the world in and to the Deliverables.

- A. **Patents:** As to any patentable subject matter contained in the Deliverables, the Contractor agrees to disclose such patentable subject matter to the City. Further, if requested by the City, the Contractor agrees to assign and, if necessary, cause each of its employees to assign the entire right, title, and interest to specific inventions under such patentable subject matter to the City and to execute, acknowledge, and deliver and, if necessary, cause each of its employees to execute, acknowledge, and deliver an assignment of letters patent, in a form to be reasonably approved by the City, to the City upon request by the City.
- B. **Copyrights:** As to any Deliverable containing copyrighted subject matter, the Contractor agrees that upon their creation, such Deliverables shall be considered as work made-for-hire by the Contractor for the City and the City shall own all copyrights in and to such Deliverables, provided however, that nothing in this Paragraph 36 shall negate the City's sole or joint ownership of any such Deliverables arising by virtue of the City's sole or joint authorship of such Deliverables. Should by operation of law, such Deliverables not be considered work made-for-hire, the Contractor hereby assigns to the City (and agrees to cause each of its employees providing services to the City hereunder to execute, acknowledge, and deliver an assignment to the City of Austin) all worldwide right, title, and interest in and to such Deliverables. With respect to such work made-for-hire, the Contractor agrees to execute, acknowledge and deliver and cause each of its employees providing services to the City hereunder to execute, acknowledge, and deliver a work-for-hire agreement, in a form to be reasonably approved by the City, to the City upon delivery of such Deliverables to the City or at such other time as the City may request.

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- C. **Additional Assignments:** The Contractor further agrees to, and if applicable, cause each of its employees to execute, acknowledge, and deliver all applications, specifications, oaths, assignments, and all other instruments which the City might reasonably deem necessary in order to apply for and obtain copyright protection, mask work registration, trademark registration and/or protection, letters patent, or any similar rights in any and all countries and in order to assign and convey to the City, its successors, assigns, and nominees, the sole and exclusive right, title, and interest in and to the Deliverables. The Contractor's obligations to execute acknowledge, and deliver (or cause to be executed, acknowledged, and delivered) instruments or papers such as those described in this Paragraph 36 A., B., and C. shall continue after the termination of this Contract with respect to such Deliverables. In the event the City should not seek to obtain copyright protection, mask work registration or patent protection for any of the Deliverables, but should arise to keep the same secret, the Contractor agrees to treat the same as Confidential Information under the terms of Paragraph above.

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1. INTRODUCTION

The overall objective for this competitive solicitation is to establish contracts with community-based organizations for services that promote self-sufficiency across the Life Continuum in an amount approximately \$13,815,227 per 12-month period. The contracted services shall target people who are residents of Austin and/or Travis County with gross income at or below 200% of federal poverty guidelines, with exceptions to this eligibility requirement for services designed specifically for homeless individuals and families and services designed specifically for victims of sexual and domestic violence.

To that end, the City of Austin (City) seeks applications in response to this Request for Applications (RFA) from qualified providers (Applicants) with demonstrated experience in providing social services to children, youth, adults and families, and/or seniors and persons with disabilities with diverse needs along a self-sufficiency continuum. The City requests applications that address social services' self-sufficiency goals across the Life Continuum.

1.1 Self-sufficiency Goals:

- a. Safety Net/Infrastructure Services: Ensure that no person is without such basic necessities as food, clothing, health, shelter, and behavioral health care, or constitutionally-guaranteed legal rights
- b. Transition Out of Poverty: Ensure developmental, educational, employment and other special opportunities for disadvantaged persons to further self-reliance
- c. Problem Prevention: Deter the growth of problem conditions at the individual and community level through education, preventive physical and behavioral health programs, crime prevention and other preventive programs
- d. Universal Support Services: Provide family and societal support services in response to long-term issues such as poverty and new problems created by urbanization and technological advances. These include education, child care, counseling and assistance for the aging, youth, homeless, and unemployed, rehabilitation services and other support rehabilitation services
- e. Enrichment: Encourage personal development and community enrichment through cultural and educational programs

1.2 Life Continuum Categories:

- a. Early Childhood: Represents the critical developmental period from birth through 5 years old. It provides the continuum of care (prevention, intervention, and treatment) that nurtures children to their optimal development in all domains: physical, social, emotional, language, and intellectual. Early childhood services support the evidence that children's development is intertwined with their environments and relationships at home, at school, and in the community, and with the adults in those environments including parents/families, caregivers, teachers, and service providers.
- b. Youth: Focuses on the lives and needs of youth and adolescents, defined as individuals ages 6-21, by addressing areas of opportunity, out of school time, youth enrichment, and healthy development. Through the participation of these programs, youth are given the

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tools to successfully transition through the educational continuum to employment; experience physical and emotional well-being; understand learning and training opportunities; and experience positive growth for themselves and their community.

- c. **Adults and Families:** Focuses on assisting adults and families with meeting their essential needs and improving or maintaining their quality of life by providing basic needs, housing and homeless services, behavioral health, workforce development and other social services.
- d. **Seniors & Persons with Disabilities:** With a rapidly growing number of seniors, defined as individuals of 55 years of age or older, and a significant population of people with disabilities, including both physical and mental disabilities, services to these individuals are intended to help them maintain dignity, independent living, housing stability, and to assist with basic needs.

Contracts entered into under this RFA are anticipated to be for an initial three-year period, beginning October 1, 2015, with three one-year renewal options for a total contract period not to exceed six (6) years. All contracts awarded through this solicitation will require authorization of the Austin City Council. The City Council has directed that final contract decisions be consistent with the goals of the Imagine Austin Comprehensive Plan and other community plans outlined in this solicitation.

2. BACKGROUND

A Focus on Self-Sufficiency Across the Life Continuum

In preparation for this RFA, the City engaged a broad range of stakeholders in community conversations and consulted various local, state, and federal action plans and reports. These efforts highlighted issue areas that promote self-sufficiency across the Life Continuum such as: 1) Basic Needs, 2) Behavioral Health, 3) Child and Youth Services, 4) Homeless Services, and 5) Workforce Development.

The following plans and reports identify significant needs in our community, gaps in services, and/or best practices for strategies that foster and support self-sufficiency for individuals and families. This is a partial list of the documents used and does not include all applicable plans and reports.

- a. *School Readiness Action Plan* (May 2012), UnitedWay
- b. *Priority Outcomes for Child and Youth Well-being*, (2012) Ready by 21 Coalition of Central Texas
- c. *Travis County Community Impact Report* (2012), Travis County HHS & VS
- d. *Hunger and Homelessness Survey* (Dec 2012), The U.S. Conference of Mayors
- e. *CAN Community Dashboard* (2012, 2013), Community Advancement Network
- f. *Permanent Supportive Housing Strategy* (September 2010), City of Austin & CSH
- g. *Home Health Quality Initiative* (April 2013), Centers for Medicare & Medicaid Services
- h. *10 Year Plan to End Homelessness* (2010), Ending Community Homelessness Coalition

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- i. *American Community Survey* (2012), U.S. Census Bureau – and the *Travis County Snapshot from the 2012 American Community Survey*, Travis County HHS & VS
- j. *SAMHSA's National Registry of Evidence-based Programs and Practices* (2013), The Substance Abuse and Mental Health Services Administration
- k. *Austin/Travis County Community Health Assessment* (2012), A/TCHHSD, Travis County HHS & VS, Central Health, St. David's Foundation, Seton Healthcare Family, UTHSC
- l. *Mayor's Mental Health Task Force Final Report* (2005), Austin/Travis County Behavioral Health Planning Partnership
- m. *Embracing an Age Diverse Austin: Mayor's Task Force on Aging Report and Recommendations* (2013), Mayor's Task Force on Aging
- n. *Imagine Austin* (2012), City of Austin

As the community's social and economic environment continues to change, the City will invest in social services that focus on promoting and sustaining self-sufficiency for targeted individuals and families across the Life Continuum.

3. PRINCIPAL OBJECTIVE & GOALS

This RFA establishes an open and competitive process which encourages applications that are client-centered and employ evidence-based, research-based or promising practices that promote self-sufficiency across the Life Continuum. This RFA requires the service strategy/strategies proposed be consistent with one or more of the goals outlined below:

- a. Early Childhood:
 - 1. **READY FAMILIES GOALS:** Parents have a secure attachment to their infants and young children. Parents respond appropriately to their children's cues. Families provide stimulating learning experiences for their children prior to school entry. Families are financially stable.
 - 2. **READY SERVICES: EARLY CHILDHOOD EDUCATION GOALS:** Affordable, accessible early education services are available for all families. Available early education services are culturally relevant, healthful, engaging, rigorous, and are of sufficient quality to measurably impact school readiness outcomes.
 - 3. **READY SERVICES: PREVENTATIVE PRIMARY CARE & MENTAL HEALTH GOALS:** Children and family members are linked to preventative physical and mental health services and treatment as needed. Children with developmental delays are referred to appropriate services.
 - 4. **READY CHILDREN GOALS:** Low-income Travis County children ages 0–5 are happy, healthy and prepared for school success.
(School Readiness Action Plan)
- b. Youth:
 - 1. Children, youth and young adults:

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- i. Are physically healthy
 - ii. Are physically safe
 - iii. Respect diversity and demonstrate empathy and pro-social behaviors
 - iv. Engage in community, school and/or extracurricular activities
 - v. Are aware of, appreciate and demonstrate behaviors of personal and social responsibility
 - vi. Have good mental health and are emotionally resilient
 - vii. Avoid risky behaviors
 - viii. Are academically successful
 - ix. Have awareness and positive attitudes about adult careers
 - x. Graduate from high school college- and/or career-ready and prepared for a Life of learning
 - xi. Successfully complete post-secondary education or training
 - xii. Are productive and equipped to reach financial self-sufficiency
- (Ready by 21)**

c. Adults and Families:

1. Basic Needs: Individuals and families have resources for the most fundamental aspects of daily living such as food, housing, utilities, safety and personal care. Basic needs services are often emergency or short-term services provided during/after a crisis or following a prolonged period of extremely limited resources. Typically these needs must be met before an individual or family has the capacity to transition out of poverty and into self-sufficiency.
2. Homeless & Housing Services: People at risk of becoming homeless, the situational homeless and the chronic homeless will be identified early and receive the assistance they need to maintain and receive appropriate housing (***Ending Community Homeless Coalition - ECHO***). People experiencing homelessness have access to a safe and secure environment where they are offered a variety of services, including case management, safe sleep, mental/physical supports, and resource information to address a variety of needs. Individuals and families who have experienced violence or abuse have access to trauma-informed emergency shelter, transitional and/or other housing and support services to stabilize, heal, and build self-sufficiency.
3. Behavioral Health: Austin/Travis County will be a community that promotes the mental and physical health of its residents and all persons of all cultures and all special populations will have access to prevention, intervention, treatment, and recovery support services of substance use disorders and mental illness (***Behavioral Health Planning Partnership***).
4. Workforce Development: Individuals are connected to jobs with good wages, benefits and career path opportunities to transition out of poverty and promote self-sufficiency. In many cases, for individuals to successfully transition into sustained employment, basic adult education and language acquisition services are required in addition to certifications and skills based instruction. Improve access to high quality adult education, including English as a Second Language, General Education Development, Adult Basic Education, computer literacy, financial literacy and health

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literacy to obtain literacy skills necessary for self-sufficiency (*Literacy Coalition of Central Texas*). Reduce disparities in education, employment and income (*Workforce Solutions Strategic Plan, Overarching Goals*).

d. Seniors & Persons with Disabilities:

1. Seniors:

- i. Provide a continuum of services and supports that help older adults “age in place/community” and avoid premature or unnecessary institutionalization (e.g., hospital, nursing homes, etc.)
- ii. Provide services that focus on the cognitive and mental/behavioral health of older adults such as late-life depression, anxiety, suicide prevention, substance abuse, and dementia.
- iii. Ensure access to meaningful opportunities for recreation and social engagement to avoid isolation, loneliness and depression.
- iv. Support family caregivers with services that promote their self-care, health and effectiveness (e.g., respite care, education, therapeutic counseling).
- v. Provide access to safe and affordable housing that allows older adults to age in place and have access to transportation options.

(Mayor’s Task Force on Aging 2013)

2. Persons with Disabilities:

- i. Provide a continuum of services and supports throughout the person’s Life to remain in community-based settings and avoid institutionalization (e.g., State Supported Living Center, prison, nursing homes, etc.).
- ii. Provide services and resources that support families and caregivers for the Life of the person with a disability (e.g., respite care, education, transitional services, etc.).
- iii. Provide access to affordable housing options that include accessible transportation opportunities to work, healthcare, shopping, education and play.
- iv. Provide opportunities for persons with disabilities to be employed in non-segregated, regular workplaces.
- v. Ensure access to meaningful day activities for adults with disabilities to avoid isolation, depression, and victimization

(Intellectual and Developmental Disabilities Coalition; “Community Integration for People with Disabilities: Key Principles.”)

4. CONNECTION TO IMAGINE AUSTIN

The Applicant shall indicate how the proposed strategy/strategies correspond to the Imagine Austin Comprehensive Plan vision statement and one or more of its core mission statements.

The Imagine Austin Comprehensive Plan vision statement states:

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“Austin is a beacon of sustainability, social equity, and economic opportunity; where diversity and creativity are celebrated; where community needs and values are recognized; where leadership comes from its citizens, and where the necessities of life are affordable and accessible to all.”

Imagine Austin’s core mission statements, as they relate to the City’s social service investments, are as follows:

Austin is Livable: All residents have a variety of urban, suburban, and semi-rural lifestyle choices with access to quality schools, libraries, parks and recreation, health and human services, and other outstanding public facilities and services.

- a. Austin’s diverse population is active and healthy, with access to locally-grown, nourishing foods and affordable healthcare

Austin is Educated: Austin provides everyone with an equal opportunity for the highest quality of education that allows them to fully develop their potential. Networks of community partnerships support our schools and ensure that our children receive the resources and services they need to thrive and learn.

- a. Our school campuses provide safe and stable environments enabling future success
- b. Every child in Austin has the chance to engage with other cultures, communities, and languages, providing pathways for healthy development and the critical thinking skills students need as future citizens of Austin and the world.

Austin is Prosperous: Austin’s prosperity exists because of the overall health, vitality, and sustainability of the city as a whole — including the skills, hard work, and qualities of our citizens, the stewardship of our natural resources, and developing conditions that foster both local businesses and large institutions.

- a. Equitable opportunities are accessible to all through quality education, training, and good jobs

Austin Values and Respects its People: Austin is its people. Our city is home to engaged, compassionate, creative, and independent thinking people, where diversity is a source of strength, and where we have the opportunity to fully participate and fulfill our potential. People across all parts of the city and of ages and income levels live in safe, stable neighborhoods with a variety of affordable and accessible homes with access to healthy food, economic opportunity, healthcare, education, and transportation

<http://assets.austintexas.gov/webiacpfullreduced.pdf>.

5. PROGRAM STRATEGIES & TARGET POPULATION

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The City is intentionally leaving program strategies and target population options open beyond the criteria listed in this section for the areas described above, allowing Applicants to propose solutions to maintain, improve, or promote self-sufficiency throughout the Life Continuum in an effective and successful manner for the target population identified. Applicants are encouraged to incorporate strategies that reflect evidence-based or promising practices and the proposed strategies shall be aligned with the Life Continuum goals outlined in Section 3 of this RFA.

The Applicant shall clearly identify the primary Life Continuum category addressed by their application. Any additional Life Continuum category/categories being addressed shall also be identified. Applicants may propose multiple strategies either within the same application or in separate applications as appropriate for their targeted population(s).

Applicants shall clearly identify the target population(s) they plan to serve. If applicable, Applicants shall describe how they will serve clients who have a criminal history.

The services the City will purchase will include the following characteristics:

- a. Are client-centered with a holistic approach
- b. Serves high-risk clients living at or below 200% of poverty with significant and/or multiple barriers to self-sufficiency and stability
- c. Are Integrated with the community to improve access to supportive services
- d. Links client and services to other City-funded or City-operated services

The Applicant shall also provide data to demonstrate the need for the strategy/strategies being proposed. Data should include but is not limited to:

- a. Target Population demographic/Census data
- b. Target Population unmet need(s)
- c. Applicant's trends in Target Population unmet need(s)
- d. Waiting list information (if applicable)
- e. Data from community databases, such as Homeless Management Information System, showing Target Population unmet need(s) (if applicable)

If the proposed strategies cut across the Life Continuum and or are collaborative/cooperative with other service providers, Applicants shall indicate how the proposed strategies will be implemented to successfully reach individuals in multiple Life Continuum categories and/or how the proposed collaborative/cooperative will successfully work together to maximize service delivery to the target populations. For the purposes of this RFA, the terms "collaborative" and "cooperative" are defined below:

- Collaborative: a consortium with a lead agency/fiscal agent and subcontractors
- Cooperative: a consortium with a lead agency working in partnership with one or more other agencies

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Applicants may submit one or more applications as a primary contractor and may choose to participate as a subcontractor or partner in another application.

6. OUTCOMES & OUTPUTS

One or more of the following high-level outcomes designed to demonstrate progress in self-sufficiency through the Life Continuum is required for all applications. Additional outcomes may also be proposed which show the connection to primary and secondary Life Continuum category/categories, if applicable.

1. Percent of households that maintain housing or transition into housing
2. Percent of individuals who maintain or increase income
3. Percent of individuals who make progress toward treatment plan goals
4. Percent of children and youth who progress to the next developmental or academic level
5. Percent of individuals who demonstrate improved life skills and/or knowledge

All applications shall also include the following high-level output. Additional outputs may also be proposed which show the connection to primary and secondary Life Continuum category/categories, if applicable.

1. Number of unduplicated clients served per 12-month contract period
2. Number of unduplicated clients served during the initial 36-month contract period

7. ELIGIBILITY REQUIREMENTS

The eligibility requirements for this RFA are outlined in Section 0620 – Client Eligibility Requirements. The City requires all awarded agencies to maintain a complete and current record of client eligibility throughout the entire contract period (e.g. client file or electronic record) that includes documentation of the elements listed in Section 0620.

Applicants may propose alternate eligibility criteria from the requirements in Section 0620 for the proposed target population(s). If applicable, Applicants shall clearly define the proposed alternate eligibility criteria.

Applicants shall describe how the City Client Eligibility Requirements (Section 0620) or the proposed alternate eligibility criteria will be documented for the target population(s) identified in the application.

8. FUNDING INFORMATION

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- a. \$13,815,227 is available per 12-month period for all Life Continuum categories for a total three-year amount of \$41,445,681 dependent upon Austin City Council approval.
 - 1. The following funding amounts are available for each Life Continuum category per 12-month period:
 - i. Early Childhood - \$949,416
 - ii. Youth - \$1,961,339
 - iii. Adults and Family - \$7,327,622
 - iv. Seniors and People with Disabilities - \$813,804
 - v. \$2,763,045 is available to be awarded in any Life Continuum category
- b. Applicants shall apply for at least \$50,000 per 12-month period.
- c. It is the City's intent to provide initial three-year contract with three (3) one-year renewal options, for a total contract period not to exceed six (6) years. The initial three-year contract funding period will be October 1, 2015, through September 30, 2018.
- d. The City of Austin reserves the right to adjust the contract amount or scope of work over the contract period based on community needs, applicant's ability to expend funds in a timely manner or any other factor. When the City determines adjustments need to be made, the City will provide at least 90-day notice to the contractor.

9. ELIGIBLE APPLICANTS

- a. Any nonprofit or governmental agency that can legally contract with the City (as verified by the City Purchasing Office).
 - 1. City policy does not permit entering into a contract with an entity that owes taxes to the City.
 - 2. The Applicant and its principals may not be currently suspended or debarred from doing business with the Federal Government, as indicated by the United States General Services Administration list of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- b. Applicants shall be able to meet the City's insurance requirements for social service contractors. See the insurance requirements in Section 0400 of the RFP.
- c. Applicant's two most recent consecutive audit years:
 - 1. Shall reflect an unqualified and/or unmodified audit opinion
 - 2. Shall not reflect a "Going Concern Uncertainty"
 - 3. Shall not reflect financial management issues unless Applicant can provide evidence that necessary changes have been implemented.
- d. Applicant's Board of Directors shall:
 - 1. Have specific terms delineated by a beginning and ending date
 - 2. Meet in person a minimum of three times per fiscal year
 - 3. Have a process to review program performance, approve budgets, review financial performance and approve audit reports.
- e. Within the last five years, the Applicant shall have a minimum of two years successful experience working with the proposed target populations and providing the proposed services to clients.

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All Applicants must submit the following documents in a sealed envelope in the same package as their application:

- a. Completed Application Threshold Checklist (Section 0610)
- b. Current Board of Directors by-laws
- c. Approved Board of Directors minutes during the previous fiscal year reflecting the Board has a documented process that:
 - a. reviews program performance
 - b. approves budgets
 - c. reviews financial performance
 - d. approves audit reports
- d. Copy of the most recently filed 990 or 990 EZ, or Extension to File documentation (no older than FY 2012)
- e. A complete set of audited financial statements which include the auditor's opinion and any management letters, covering the two most recent consecutive audit years

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APPLICATION SUBMISSION REQUIREMENTS

The Applicant must submit its response in two **SEPARATE** sealed envelopes.

ENVELOPE #1 – THRESHOLD REVIEW

This sealed envelope must contain the following:

1. **Application Threshold Checklist – Section 0610**
2. Required Attachments

The envelope should be labeled: THRESHOLD REVIEW CHECKLIST
[NAME OF AGENCY]
[NAME OF PROPOSED PROGRAM]

ENVELOPE #2 – APPLICATION DOCUMENTS

This sealed envelope must contain the following:

1 original and 6 CDs or flash drives each containing all the elements below:

1. Executive Summary
2. Application
3. Attachments

The envelope should be labeled: APPLICATION DOCUMENTS
[NAME OF AGENCY]

BOTH SETS OF ENVELOPES SHOULD BE SHIPPED IN A BOX (OR BOXES) WITH THE SOLICITATION NUMBER **EAD0116 CLEARLY MARKED ON THE OUTSIDE AND IDENTIFY WHICH ENVELOPE IS IN WHICH PACKAGE.**

Executive Summary

The Executive Summary cannot exceed two (2) pages using the Application Format guidelines listed below and must include:

1. A brief description of the Applicant

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2. A brief description of how the application will address the primary self-sufficiency goal and Life Continuum category identified
3. A brief description of any additional self-sufficiency goals and/or Life Continuum categories addressed
4. A brief description of the need of the target population(s) for the strategy/strategies being proposed
5. A brief summary of the proposed program strategy/strategies
6. The amount of funding requested
7. A statement of the Applicant's compliance with all applicable rules and regulations of Federal, State and Local governing entities is required. The Applicant must state compliance with all terms of this Request for Application (RFA).

Application Evaluation

An application must address each item in Parts I, II, & III, outlined below, in order to be considered responsive to the goals of this RFA. Part IV is optional and is not required in order for an application to be considered responsive to the goals of this RFA. A total of 100 points may be awarded to the application in Parts I, II, & III below with an additional 25 bonus points available in Part IV for a potential of 125 total evaluation points. The maximum score per section is noted at the beginning of each section. All responses will be evaluated as to how the proposed program aligns with the goals of this RFA and whether each required response to the evaluation factors has been adequately addressed.

Application Format

The Applicant must use size 12 Times New Roman font. An original Application must be printed double-spaced on single-sided 8½ x 11 inch plain white paper with 1" margins and no Page Scaling. Do not submit booklets, pamphlets, or other bulky items. Do not use covers, card stock, staples, binders, notebooks, or dividers with tabs. Fasten the proposal with binder clips only.

An application cannot exceed **25 (twenty-five) pages**, excluding executive summary, table of contents, signed certifications, budget forms, MOUs, logic models, resumes, job descriptions or other required attachments outlined in the sections below. An **additional 5 (five) pages** is allowed if an application responds to any or all of the items in Part IV of this RFA.

The actual application itself should be organized and labeled using the following

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informational sequence:

Part I – Program Overview and Strategy

Total points: 70

A. Connection to the Self-Sufficiency Goals and Life Continuum Categories

Applicants must use Section 0615 – Connection to Self-Sufficiency Goals and Life Continuum Categories to identify the primary self-sufficiency goal and Life Continuum category the application addresses.

1. Provide information on how the application meets the primary self-sufficiency goal and Life Continuum category.
 - a. If additional self-sufficiency goals and Life Continuum categories are addressed, Applicants must use Section 0615 – Connection to Self-Sufficiency Goals and Life Continuum Categories to identify the secondary self-sufficiency goal(s) and Life Continuum category/categories the application addresses. Applicant must also provide information on how the application meets the additional self-sufficiency goal(s) and/or Life Continuum category/categories in Part IV – Bonus Evaluation Points, Section A – Connection to Additional Self-Sufficiency Goal(s) and Life Continuum Category(ies).

For a detailed description of the Self-Sufficiency Goals and Life Continuum Categories, see Section 0500 – Scope of Work: Section 1 – Introduction, 1.1 & 1.2.

B. Target Population(s) for the Goal(s)

1. Describe the target population(s) that will be served and if this population is similar to or different from your current service population.
 - a. If the target population(s) is similar to your current service population, please provide a description of your experience and success working with this population.
 - b. If the target population(s) is different from your current service population, describe the modifications and new strategies you will implement to serve the new target population(s).
2. Provide data and data source(s) to demonstrate the need of the target population(s) for the strategy/strategies being proposed. Data should include but are not limited to:
 - a. Target population demographic/Census data
 - b. Quantified target population unmet need(s)
 - c. Applicant's trends in target population unmet need(s)
 - d. Waiting list information (if applicable)
 - e. Data from community databases, such as Homeless Management Information System, showing target population unmet need(s) (if applicable)

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3. Describe the strategy/strategies that will be implemented to serve clients with a criminal history.
4. Describe how the Client Eligibility Requirements (Section 0620) will be documented for the target population(s) identified in the application.
 - a. If alternate eligibility criteria are being proposed, define the alternate eligibility criteria and provide justification about why the alternate eligibility criteria are appropriate for the proposed strategy/strategies. Also describe how the alternate eligibility criteria will be documented for the target population(s) identified in the application.
5. Describe how the agency will ensure all four of the following National Culturally and Linguistically Appropriate Services (CLAS) Standards in Health and Health Care (<http://minorityhealth.hhs.gov/templates/browse.aspx?lvl=2&lvlID=15>) are in place to ensure cultural and language differences are not a barrier to services.
 - a. Educate and train governance, leadership, and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis.
 - b. Offer language assistance to individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate timely access to all health care and services.
 - c. Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.
 - d. Ensure the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.

Agencies are encouraged to implement all 15 CLAS Standards listed on the website identified above.

C. Program Strategy to Accomplish the Goals

1. Describe the program strategy/strategies.
2. Describe how the proposed strategy/strategies reflect evidence-based, research-based, or promising practices. Explain the rationale behind the program design. Include which level of evidence the program model falls in, according to the Section 0635 - Defining Evidence Guideline, and how this design meets the specific needs of the target population(s) identified in the application.
 - a. If the program falls in the category of evidence-based or research-based, provide a description of evidence used, including source(s), and method for ensuring program model fidelity. Provide a logic model for innovative approaches.
 - b. If the program falls into the category of “promising practice,” include (a) a logic model as an attachment to the application and (b) a brief plan for evaluation.
3. Describe how the program strategy/strategies align with one or more of the goals outlined in Section 0500 – Scope of Work: Section 3 – Principal Objective and Goals.

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4. Describe how the program strategy/strategies correspond to the Imagine Austin Comprehensive Plan vision statement and one or more of its core mission statements (Section 0500 – Scope of Work: Section 4 – Connection to Imagine Austin).
5. Describe any barriers and challenges the target population(s) may encounter accessing services and how these barriers and challenges will be mitigated.
6. If the proposed strategy/strategies reach individuals in multiple Life Continuum categories and/or are collaborative/cooperative with other service providers, describe how the proposed strategies will be implemented to successfully reach individuals in multiple Life Continuum categories and/or how the proposed collaborative/cooperative will successfully work together to maximize service delivery to the target populations.
7. Describe any barriers and challenges you may encounter implementing the proposed strategy/strategies and how you will overcome them.
8. Describe any subcontractor partnerships funded under this application and informal relationships with service providers not funded under this application. Describe how they are necessary and/or appropriate for the strategy/strategies proposed.
9. Describe the project activities.
10. *For Applicants proposing homelessness prevention and/or homeless intervention services:* Applicants will be required to adhere with the City of Austin Health and Human Services Department Homeless Housing Habitability Standards. Describe how your organization will comply with the requirements outlined in Section 0625 – Homeless Housing Habitability Standards.

D. Performance Measures – Impact on the Goals

Applicants must use Section 0640 – Program Performance Measures and Goals to indicate their specific Output and Outcome Measures.

1. Describe how the Applicant will calculate the required and any other proposed outputs and outcomes.

Output Measures

All applications must include the following high-level outputs:

1. Number of unduplicated clients served per 12-month contract period
2. Number of unduplicated clients served during the initial 36-month contract period

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Additional outputs may also be proposed which show the connection to primary and secondary Life Continuum category/categories, if applicable.

Outcome Measures

All applications must include one or more of the following high-level outcomes designed to demonstrate progress toward self-sufficiency through the Life Continuum:

1. Percent of households that maintain housing or transition into housing
2. Percent of individuals who maintain or increase income
3. Percent of individuals who make progress toward treatment plan goals
4. Percent of children and youth who progress to the next developmental or academic level
5. Percent of individuals who demonstrate improved life skills and/or knowledge

Additional outcomes may also be proposed which show the connection to primary and secondary Life Continuum category/categories, if applicable.

E. Service Coordination

1. Describe how the Applicant coordinates their services with services being provided by other agencies relevant to the proposed strategy/strategies in order to minimize duplication and maximize client access to services.
2. Describe how the Applicant coordinates with other agencies (i.e. to refer and receive clients, to provide comprehensive services, etc.). If you are not currently coordinating with other agencies, what is your plan for establishing coordination?
3. If applicable, attach any program Memoranda of Understanding (MOU) and explain how this arrangement improves service delivery to clients.
4. Describe how clients will be connected to mainstream resources/public benefits (Supplemental Nutrition Assistance Program, Temporary Assistance for Needy Families, Medical Assistance Program, etc.) and/or other City-funded services in order to maximize self-sufficiency.
5. Describe any additional services, not included in this application, which will be provided to the target population and how they will access those services initially and over time.
6. *For Applicants proposing homelessness prevention and/or homeless intervention services:* Describe how your organization has participated in planning for the Coordinated Assessment initiative (<http://austinecho.org/the-solution/coordinated-assessment/> and https://www.onecpd.info/resources/documents/Coordinated%20Assessment_3.20.12.pdf) and how your organization will coordinate and collaborate with this community initiative

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throughout the funding period.

F. Community Planning Activities

1. Describe Applicant's involvement in community planning activities that are specific to the services proposed in this application.
2. Describe Applicant's involvement in any other relevant community planning activities.

G. Overall Evaluation Factors Regarding Applicant

1. Describe the Applicant's experience within the last five (5) years managing relevant local, state, and/or federal contracts and include the contact information of the funder for the contract(s) identified, e.g., Funder Contract Manager's name, title, and phone number.
 - a. The Applicant must describe any relevant City of Austin Health and Human Services Department funding received within the last five (5) years.

Attach all monitoring reports received within the previous 24 months of administering the relevant City of Austin Health and Human Services Department, other local, state, and/or federal contracts.

2. Describe experience within the last five (5) years working with the target populations proposed in this Application.
3. Describe experience within the last five (5) years providing services identical and/or similar to those proposed in this application.

H. Data Management and Program Evaluation

1. Describe past successes and challenges with data management and reporting, including past experience utilizing an electronic data system.
2. Describe how data are used for identifying problems in strategies, service delivery and expenditures, steps to determine corrective actions, and how the Applicant will ensure corrective actions will be effective.
3. If applicable, describe the process used to collect data from collaborations/cooperatives in a timely manner.
4. *For Applicants proposing homelessness prevention and/or homeless intervention services:*

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Applicant will be required to utilize the Local Homeless Management Information System (HMIS) to track and report client information for individuals who are at risk of homelessness or who are homeless. Please explain how your organization will comply with the requirements outlined in Section 0630 – Homeless Management Information System (HMIS) Reporting Requirements.

I. Staffing Plan

1. Describe the overall staffing plan to accomplish activities including project leadership and reporting responsibilities. Provide justification which indicates the staffing plan is appropriate for the proposed strategy/strategies.
2. Using Section 0645 – Program Staff Positions and Time, list the project staff by title and the percentage of each position's time to be spent on the program.
3. Attach resumes or position descriptions for key staff to perform the described services and/or activities.

Part II – Cost Effectiveness

Total points: 20

Applicants are required to submit a budget of at least \$50,000 per 12-month period (a minimum of \$150,000 for the initial 36-month period) and provide the following information to describe the budget necessary to accomplish the proposed strategy/strategies.

The application will be evaluated on how well it addresses **all** of the following:

A. Budget

1. A summary description of the budget justification for the program strategy/strategies is required.
 - a. Applicants must use Section 0650 – Program Budget and Narrative to provide the required budget information. All expenses should be identifiable, reasonable, and necessary.
 - b. All subcontractors in this application who will receive City funds must be included in the program budget and the Applicant shall provide separate details for each subcontractor in the Program Subcontractors form located in Section 0650 – Program Budget and Narrative, page 3.
2. Describe the Applicant's fundraising and administrative percentage, calculated from its most recent Form 990. To do so, add the amount in Part IX (Statement of Functional

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Expenses), Line 25, Column C (Management and General Expenses) to the amount in Line 25, Column D (Fundraising Expenses), and divide the sum by Part VIII (Statement of Revenue), Line 12, Column A (Total Revenue), and multiply the result by 100. No other methods may be used to calculate this percentage.

For organizations that filed the short form (IRS Form 990EZ), utilize the long form (IRS Form 990) at <http://www.irs.gov/pub/irs-pdf/f990.pdf> (and instructions <http://www.irs.gov/pub/irs-pdf/i990.pdf>) to determine your fundraising and administrative percentage calculation. Your organization is not required to complete and resubmit the entire long form to the IRS, but must determine the calculation from the long form (IRS Form 990) parts identified above.

B. Cost per Client

1. Describe the average cost per City client served. In the description, detail the calculation used to derive the average cost.
2. If applicable, describe the average cost per client served from all funding sources. In the description, detail the calculation used to derive the average cost.
3. Describe the average cost per client achieving each of the performance measures proposed. In the description, detail the calculation used to derive the average cost.
4. Provide justification which indicates the proposed cost is appropriate for the proposed strategy/strategies.
5. Describe the return on investment/social impact the proposed strategy/strategies will make.

C. Program Funding Summary

1. Using Section 0655 – Program Funding Summary, provide an overview of all funding sources the Applicant will use for the proposed project.

Part III – Local Business Presence

Total points: 10

Local Business Presence: The City seeks opportunities for businesses in the Austin Corporate City Limits to participate on City contracts. A firm (Offeror or Subcontractor) is considered to have a Local Business Presence if the firm is headquartered in the Austin Corporate City Limits, or has a branch office located in the Austin Corporate City Limits in operation for the last five (5) years. The City defines headquarters as the administrative center where most of the

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important functions and full responsibility for managing and coordinating the business activities of the firm are located. The City defines branch office as a smaller, remotely located office that is separate from a firm's headquarters that offers the services requested and required under this solicitation. Points will be awarded through a combination of the Offeror's Local Business Presence and/or the Local Business Presence of their subcontractors.

1. Using Section 0605 – Local Business Presence Identification Form provide the information requested regarding the Applicant and Subcontractor(s), if applicable.

Team's Local Business Presence	Points Awarded
Local business presence of 90% to 100%	10
Local business presence of 75% to 89%	8
Local business presence of 50% to 74%	6
Local business presence of 25% to 49%	4
Local presence of between 1 and 24%	2
No local presence	0

Part IV – Bonus Evaluation Points

Total points: 25

A. Collaborations/Connection to Additional Self-Sufficiency Goal(s) & Life Continuum Category(ies)

Maximum 10 points

A maximum of 10 points will be awarded for Applicants who successfully propose a collaborative, as defined in this solicitation, and/or meets additional self-sufficiency goal(s) and/or Life Continuum category/categories. Applicants will be awarded up to the point values indicated below:

- **Collaboration:**
 - A maximum of 5 points will be awarded for Applicants who successfully demonstrate how the proposed collaborative will work together to maximize service delivery to the target populations **or**
 - A maximum of 10 points will be awarded for Applicants who successfully demonstrate how the proposed collaborative will work together to maximize service delivery to the target populations **and** successfully demonstrate how the application

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meets additional Self-Sufficiency Goal(s) **and/or** Life Continuum category/categories.

OR

- **Connection to Additional Self-Sufficiency Goal(s) & Life Continuum Category(ies):**
 - A maximum of 5 points will be awarded for Applicants who successfully demonstrate how the application meets additional Self-Sufficiency Goal(s) **or**
 - A maximum of 10 points will be awarded for Applicants who successfully demonstrate how the application meets additional Self-Sufficiency Goal(s) **and** Life Continuum category/categories.

Applicants must use Section 0615 – Connection to Self-Sufficiency Goals and Life Continuum Categories to indicate the secondary self-sufficiency goal(s) and Life Continuum category/categories their application addresses.

1. If applicable, describe how the proposed collaborative will successfully work together to maximize service delivery to the target population(s).
2. If applicable, provide information on how the application meets the additional self-sufficiency goal(s) and/or Life Continuum category/categories.

For a detailed description of the Self-Sufficiency Goals and Life Continuum Categories, see Section 0500: Section 1 – Introduction, 1.1 & 1.2.

B. Leveraging

5 points

For purposes of this solicitation, “leveraging” is specifically defined as follows.

- Leveraged funding is a situation where City funding for the proposed program is required by a third-party funder in order to retain the existing third-party program funding and/or obtain new third-party funding. Applicant must either:
 - currently receive third party funding that will no longer be received by the Applicant if it does not receive City funding for the program, or
 - Applicant has received a notice of funding award from a third-party funder that is contingent upon receiving City funding for the proposed program.In other words, leveraged funding is current and/or committed third-party funding that will be rescinded, reduced, or withdrawn if the Applicant does not receive an award for the proposed program through this City solicitation.
- Leveraged funding must be direct funding for the program proposed by the Applicant and not funding for Applicant’s other programs or solely for Applicant’s general operations.

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The following types of funding/donations ARE NOT considered “leveraging” under this solicitation and may not be included for consideration:

- Funding from non-City sources that does not specifically require City funding to be awarded to the Applicant for the proposed program.
- Funding and funding opportunities that are anticipated but for which the Applicant has not received a notice of funding/award.
- Any type of in-kind, non-cash revenue such as time, expertise, or commodities.
- Anticipated “Return on Investment” benefits for the Applicant or for the community as a whole.

For each leverage opportunity, provide the following information:

1. Identify the third party which requires that the Applicant receive City funding for the program in order to be awarded the third-party funds.
2. Provide the name of the grant, award, or program under which the third-party funds are/will be awarded to the Applicant, the term of the third-party funding, and the amount of third-party funding contingent upon receiving City funding under this solicitation.
3. Specify the date(s) during which the third party requires that the Applicant to receive City funding in order to be awarded the third-party funds.
4. Describe the quantified impact on the proposed program if the Applicant does not receive City funding under this solicitation.
5. Provide contract or other documentation that confirms the requirement of City funding in order to receive the third-party funding as an attachment to the application.

C. Healthy Service Environment

Maximum 10 points

A maximum of 10 points will be awarded for Applicants who create a healthy service environment for their clients, visitors, and staff. Applicants will be awarded the point values indicated below for having implemented or agreeing to implement prior to 10/01/15 any or all of the four (4) Healthy Service Environment policies with a maximum award of 10 points for all four (4) policies described below.

- **Tobacco-free Campus (3 points)** - Applicant has established and is enforcing a tobacco-free worksite policy and has developed initiatives and programming that promotes tobacco-free living. A tobacco-free campus policy states:

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- Use of tobacco products of any kind are not permitted on any property owned, leased, or rented by the organization (indoors and outdoors). This also includes parking areas and company cars. The policy applies to all employees, subcontractors, temporary workers and visitors.
 - **Mother-Friendly Workplace (3 points)** - Applicant actively promotes and supports breastfeeding by employees and maintains a written worksite lactation support policy that is regularly communicated to employees. The policy includes:
 - employer provides work schedule flexibility, including scheduling breaks and work patterns to provide time for expression of milk;
 - the provision of accessible locations allowing privacy;
 - access nearby to a clean, safe water source and a sink for washing hands and rinsing out any needed breast-pumping equipment; and
 - access to hygienic storage alternatives in the workplace for the mother's breast milk (may include the allowance of personal coolers onsite).
 - **Employee Wellness Initiative (3 points)** - The Applicant has a comprehensive Employee Wellness Initiative in place that promotes nutrition, physical activity, tobacco-free living, and the mental health of employees. The initiative encompasses healthy changes to the physical worksite environment as well as formal, written health promotion policies, programs or benefits impacting all employees. The initiative is promoted through educational and issue awareness efforts by the Applicant, signage and a supportive company culture, championed by leadership.
 - **Violence Prevention Policy (1 point)** - The Applicant is committed to providing a safe environment for working and conducting business. The Applicant will not tolerate or ignore behaviors that are threatening or violent in nature. The Applicant has a procedure to provide guidance for identifying and reporting threats and workplace violence.
1. If applicable, describe how the Applicant has implemented one or more of the Healthy Service Environment policies outlined above. Include the approved and signed policy/policies as an attachment to the application.
 2. If applicable, describe how the Applicant plans to implement one or more of the Healthy Service Environment policies outlined above. Include the key personnel, by position name only, responsible for ensuring implementation. Also, describe any technical assistance which will be provided to assist the Applicant to implement the selected policy/policies.

Technical assistance is available from the City of Austin Health and Human Services Department Chronic Disease Prevention and Control Program to assist Applicants in planning and implementing a Tobacco-free Campus policy, Mother-Friendly Workplace policy and Employee Wellness Initiative. They can be contacted at 512-972-6760.

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Additional Information:

Proposal Acceptance Period: All applications shall be valid until award, negotiation, and execution of contracts as directed by Austin City Council.

Proprietary Information: All material submitted to the City becomes public property and is subject to the Texas Open Records Act upon receipt. If a Proposer does not desire proprietary information in the proposal to be disclosed, each page must be identified and marked proprietary at time of submittal. The City will, to the extent allowed by law, endeavor to protect such information from disclosure. The final decision as to what information must be disclosed, however, lies with the Texas Attorney General. Failure to identify proprietary information will result in all unmarked sections being deemed non-proprietary and available upon public request.

Authorized Negotiator: Include name, address, and telephone number of person in your organization authorized to negotiate Contract terms and render binding decisions on Contract matters.

Exceptions: Please be advised that exceptions to any portion of the Solicitation may jeopardize acceptance of the application.

Application Preparation Costs: All costs directly or indirectly related to preparation of a response to the RFA or any oral presentation required to supplement and/or clarify an application which may be required by the City shall be the sole responsibility of the Applicant.

Section 0605: Local Business Presence Identification

A firm (Offeror or Subcontractor) is considered to have a Local Business Presence if the firm is headquartered in the Austin Corporate City Limits, or has a branch office located in the Austin Corporate City Limits in operation for the last five (5) years. The City defines headquarters as the administrative center where most of the important functions and full responsibility for managing and coordinating the business activities of the firm are located. The City defines branch office as a smaller, remotely located office that is separate from a firm's headquarters that offers the services requested and required under this solicitation.

OFFEROR MUST SUBMIT THE FOLLOWING INFORMATION FOR EACH LOCAL BUSINESS (INCLUDING THE OFFEROR, IF APPLICABLE) TO BE CONSIDERED FOR LOCAL PRESENCE.

NOTE: ALL FIRMS MUST BE IDENTIFIED ON THE MBE/WBE COMPLIANCE PLAN OR NO GOALS UTILIZATION PLAN, SECTION 0900 OF THE SOLICITATION.

USE ADDITIONAL PAGES AS NECESSARY

OFFEROR:

Name of Local Firm	Travis Co. DV & SA Survival Center d/b/a SafePlace					
Physical Address	1515 Grove Blvd. A Austin, TX 78741					
Is Firm located in the Corporate City Limits? (circle one)	Yes <input checked="" type="checkbox"/>			No		
In business at this location for past 5 yrs?	Yes <input checked="" type="checkbox"/>			No		
Location Type:	Headquarters	Yes <input checked="" type="checkbox"/>	No	Branch	Yes	No <input checked="" type="checkbox"/>

SUBCONTRACTOR(S):

Name of Local Firm	N/A					
Physical Address						
Is Firm located in the Corporate City Limits? (circle one)	Yes			No		
In business at this location for past 5 yrs?	Yes			No		
Location Type:	Headquarters	Yes	No	Branch	Yes	No

SUBCONTRACTOR(S):

Name of Local Firm	N/A					
Physical Address						
Is Firm located in the Corporate City Limits? (circle one)	Yes			No		
In business at this location for past 5 yrs?	Yes			No		
Location Type:	Headquarters	Yes	No	Branch	Yes	No

Applicant: Travis County Domestic Violence and Sexual Assault Survival Center, d/b/a SafePlace

Proposal to the City of Austin, Health and Human Services Department, for the Self-Sufficiency Continuum for Social Service Contracts

Executive Summary

For 40 years, SafePlace has served as the leading non-profit provider in the City of Austin/Travis County in Texas of a wide range of services to children, women and men hurt by rape, sexual abuse and domestic violence. These services include: a 24-hour crisis Hotline; 105-bed Family Shelter for adult domestic violence survivors and their children; Supportive Housing Program (up to 51 transitional housing apartments); on-site child care center and K-12 charter school for children living in shelter and transitional housing; accompaniment and support for recent rape survivors at local hospitals and for abuse survivors seeking justice and protection via the legal system; counseling; and case management, among other services. We also offer outreach, education, training and violence prevention services to the greater community.

The primary self-sufficiency goal addressed in SafePlace's proposal is *Safety Net Infrastructure*. Our primary life continuum category is *Adults and Families*. SafePlace's continuum of domestic and sexual violence victim services are directly linked to the stated primary goal by providing emergency shelter, counseling, and case management to adult domestic/sexual violence survivors and their children.

Additional self-sufficiency goals addressed in SafePlace's proposal are *Problem Prevention*, *Universal Support Services*, and *Transition out of Poverty*. Individual and group counseling, as well as medical and psychiatric services, are provided to clients, which reflect the *Problem Prevention* goal. Youth at SafePlace are offered afterschool/summer activities, tutoring, support groups, and K-12 education via an on-site School, reflecting *Universal Support Services* goal. In support of the *Transition out of Poverty* goal, case management is provided to address

immediate safety issues and essential needs to support self-sufficiency. These services focus on furthering self-reliance, job and educational opportunities. Case management helps them maintain housing so they do not have to come into shelter.

A combined total of 8,543 family violence cases and 785 rape/sexual assault cases were reported locally in 2013. In 2010, there were nine documented homicides in Austin related to domestic violence, a dramatic increase compared to two such homicides in 2009. A total of 2,645 confirmed victims of child abuse/neglect were reported in Travis County from September 2012-August 2013. Among other terrible consequences, the long-term impacts of abuse include severe medical, mental health and academic problems, homelessness; and almost double the risk for early death if not addressed.

The proposed program strategies (emergency shelter, counseling, case management, and support services) address the safety needs of adults and families. SafePlace provides comprehensive services to address the economic, emotional, physical and other basic needs of domestic/sexual violence survivors. Having a comprehensive array of residential and non-residential services allows for various options to support domestic/sexual abuse survivors in gaining safety, and addressing issues of stability and/or transitioning out of poverty/homelessness. We also have services for children and teens living at SafePlace: a K-12 charter School, childcare center, and afterschool/summer programs. They provide parents with a sense of safety about their children, and allow youth to continue their education and be cared for in a safe and enriching environment.

SafePlace is requesting \$780,000 for the proposed strategies. SafePlace agrees to comply with all of the applicable rules and regulations of Federal, State, and Local governing entities, as well as all of the terms specified in this RFA.

**Travis County Domestic Violence and Sexual Assault Survival Center, d/b/a SafePlace
Proposal to the City of Austin, Health and Human Services Department, for the Self-
Sufficiency Continuum for Social Service Contracts: 4/24/2014**

Part I: Program Overview and Strategy

A. The *primary self-sufficiency goal* addressed in SafePlace's proposal is *Safety Net Infrastructure*. Our primary *life continuum category* is adults and families. SafePlace serves domestic/sexual violence survivors of any age, as well as persons with disabilities. SafePlace's continuum of domestic and sexual violence victim services are directly linked to the primary *Safety Net Infrastructure goal* by providing emergency shelter, counseling, and case management to adult domestic/sexual violence survivors and their children. SafePlace is the sole local emergency shelter provider to Austinites experiencing domestic violence and/or sexual assault.

B. The *target population* for this project is the same as our current service population, which consists of child and adult survivors of domestic violence and/or sexual assault in Austin, and encompasses all ages and genders. Clients include members of traditionally-underserved populations, among which are low-income persons, people with disabilities, persons who have been homeless, and people of color. SafePlace provides comprehensive services to address the safety, economic, emotional, physical and other basic needs of domestic/sexual violence survivors. SafePlace has provided these services in Austin since 1974. SafePlace's experience is that most domestic/sexual violence victims face huge barriers to self-sufficiency due to poverty, instability, and abusive partners who kept them from working, furthering their education or accessing money. When combined with unaffordable housing in Austin, too many survivors face a horrible choice: become homeless, or be forced back to a "home" of violence and instability. Our successes with the target population include providing services addressing safety, healing, and violence prevention. We consistently meet or exceed outcome goals, which illustrates how

well our high-quality services improve the safety, stability and self-sufficiency of abuse survivors. The need for domestic violence shelter services is historically high, which has necessitated expansion of SafePlace's shelter over the years. Even with its current 105-bed capacity, there is typically a waiting list for our Family Shelter. Having a comprehensive array of residential and non-residential support services offers various options to support domestic/sexual violence survivors in gaining safety, and addressing issues of stability and/or transitioning out of poverty & homelessness.

Data on target population's needs: Sexual and domestic violence devastate the lives of thousands of people locally each year. A combined total of 8,543 family violence cases and 785 rape/sexual assault cases were reported locally in 2013 ⁽¹⁾. In 2010, there were nine documented homicides in Austin related to domestic violence ⁽²⁾, a dramatic increase compared to two such homicides in 2009. A total of 2,645 confirmed victims of child abuse/neglect/sexual abuse were reported in Travis County during September 2012-August 2013 ⁽³⁾. If not addressed, the long-term impacts of abuse include severe medical, mental health and academic problems, homelessness; and almost double the risk for early death, among other terrible consequences ⁽⁴⁾.

SafePlace's **quantifiable target population unmet needs** most commonly include emergency shelter, transitional housing, case management (Survivor Advocacy program) and counseling services. Due to the urgent need for safe shelter for victims of sexual and/or domestic violence,

(1) Data provided by Austin Police Department & Travis County Sheriff's Office staff in e-mails to SafePlace staff, March 2014. Please note that these numbers are subject to small changes as investigations are cleared & re-opened by law enforcement.

(2) Austin American-Statesman, "Courage & commitment can replace tragedy." Spann, Julia. 12/13/10. Accessed 12/15/10 at: <http://www.statesman.com/opinion/spann-courage-&-commitment-can-replace-tragedy-1118083.htm>

(3) Texas Department of Family & Protective Services, 2013 Data Book, accessed February 2014 from: http://www.dfps.state.tx.us/About/Data_Books_&Annual_Reports/default.asp.

(4) Adverse Childhood Experiences (ACE) Study, Centers for Disease Control and Prevention & Kaiser Permanente, www.ACEstudy.org; and 4/27/12 presentation on ACE Study by Dr. Ann Jennings. <http://theannainstitute.org/>.

there is a constant unmet need for shelter. There is always a *waiting list* for SafePlace's 105-bed emergency shelter. Per our database, in 2013, 1,846 people were placed on the SafePlace shelter waiting list (duplicated count, as some people may leave and re-enter the list). We work diligently to ensure that anyone seeking shelter receives it at SafePlace or otherwise. We refer to other homeless shelters in Austin and surrounding areas. People seeking shelter call SafePlace's 24-hour Hotline. We assess the danger and risk faced by Hotline callers, and get people in to shelter as quickly as possible. Some callers may have a lower level of danger or otherwise not need shelter. In those cases, we offer other options, including information and referral to various services. Our Supportive Housing Program (SHP) is transitional housing for people living in our shelter, and provides more time (up to 24 months) for survivors to become more self-sufficient. We can only serve about 20% of those who could benefit from SHP. Our longstanding Counseling Services program was redesigned in 2012, to shorten its waiting list and ensure that abuse survivors receive services in a timelier way. We now offer crisis stabilization sessions for survivors who need immediate assistance. Individual and family counseling are offered to those in greatest need (unable to function due to trauma symptoms, in highly-dangerous situations, self-referred teens, families where children have been sexually abused), and we added more counseling groups. The wait for individual & family counseling is 2 months. The Survivor Advocacy (case management) program connects clients with resources (public benefits, housing, employment services, healthcare) that increase self-sufficiency and personal stability, and address safety needs. The wait list for this program is usually 2 months.

As mandated by the federal Violence Against Women Act (VAWA) and HUD guidance, victim service providers cannot enter data directly into *HMIS*, and must use a comparable

internal database. SafePlace thus does not participate in HMIS, and uses a comparable internal database that collects client-level data over time and generates unduplicated aggregate reports based on this data.

Serving clients with a criminal history: Criminal history information is not asked on our intake form. SafePlace staff are knowledgeable about resources for persons with criminal histories, and we refer clients to them, & advocate for clients as appropriate. We regularly work with the local Ending Community Homelessness Coalition (ECHO) and the Austin/Travis County Re-Entry Roundtable to address job/housing barriers for those with criminal histories. There are times when domestic/sexual violence survivors have criminal histories/charges against them that are due to the actions of their batterers (e.g., batterers threatened clients with severe violence if they did not participate in criminal activity), and we help link clients to legal and other resources to help address these issues.

Client eligibility documentation: Women, children and men who are survivors of rape, sexual abuse and domestic violence are eligible to receive SafePlace's many services. Agency staff and volunteers are trained to screen for domestic/sexual violence. Demographic information, such as race/ethnicity, city, zip code and age, among other data, is tracked via a service registration form at intake. Income level is not a prerequisite to accessing services (and is not required for the victim services we provide, per *Section 0620-Client Eligibility Requirements*). However, at least 85% of our Family Shelter clients are at or below 200% of the federal poverty level. We track data related to client income level for shelter and transitional housing clients via a service registration form. Information from these tools and other data on services and clients is tracked/maintained in SafePlace's database. We run program data reports regularly for agency staff, funders, and our Board of Directors.

National Culturally and Linguistically Appropriate Services (CLAS) Standards: SafePlace's approach to cultural diversity encompasses all 15 of the National CLAS standards. SafePlace strives for our services to be culturally sensitive and thoroughly accessible to all domestic/sexual violence victims, including people with cultural, language or other barriers (CLAS Standard #1). SafePlace has staff bilingual and bi-literate in Spanish, French, Portuguese, German, Hebrew and American Sign Language, and we have volunteers fluent in various languages. When needed, we contract with licensed (and when applicable, certified) interpreters (CLAS Standard #2; #7). Our staff are ethnically and culturally diverse (about 50% are persons of color and 45% speak 2 or more languages), and receive training on awareness of and sensitivity to cultural differences (CLAS Standard #3). As one example, we offer clients a variety of food options in shelter, so people feel comfortable and can participate in their cultural dietary traditions. SafePlace has a diversity committee of agency staff, the Change Team, which is devoted to addressing cultural sensitivity and best providing services to underserved persons. Among other activities, the Team has conducted staff discussion groups on privilege, stereotypes and other topics on diversity (CLAS Standard #4; #10; #12). SafePlace has a welcome-to-shelter video available in American Sign Language, and captioned in English and Spanish, for new Deaf residents to view while waiting for an interpreter to arrive. These services are provided at no cost to the client (CLAS Standard #5). When someone contacts SafePlace and needs to speak to a person in their own language, we have access to a language line to communicate via a third party in the client's language. This information is listed with external community resources (CLAS Standard #6). All written materials that are provided to clients are available in English and Spanish, and when needed can be translated into braille or provided in large-type for those who are blind or low vision. Also, there is a link to the Spanish-language version of our website online (CLAS

Standard #8). Our Diversity and Cultural Competency Policy requires that our staff regularly evaluate the cultural appropriateness of services, including sensitivity toward racial, physical, ethnic, sexual orientation and gender diversity. It also requires staff to use proper judgment related to language used to communicate with clients, and the need for an interpreter/translator (CLAS Standard #9). SafePlace collaborates with organizations that serve subsets of abuse survivors and their children. Locally, this primarily includes Asian Family Support Services of Austin (formerly SAHELI), which provides non-residential services to Asian domestic/sexual violence survivors (CLAS Standard #13). Our standard grievance resolution policy is culturally and linguistically appropriate for identifying, preventing and resolving client complaints. The policy describes the process to report and initiate a formal complaint. This system allows clients to potentially resolve their grievance with staff who are familiar with the clients' background, as opposed to having to immediately approach a senior-level director, who may not be as familiar with the client's background. If necessary, the client can move up the chain of command if they feel that their grievance is not resolved by their immediate contacts (CLAS Standard #14). SafePlace's progress with cultural competency is communicated to stakeholders, constituents, and the general public via our website. We are holding focus groups to explore additional ways to communicate our CLAS standards to them (CLAS Standard #15).

C. Program strategies: SafePlace provides the comprehensive emergency shelter and support services needed for domestic/sexual violence survivors to have a safe environment to rebuild their self-sufficiency, address basic needs, and ultimately prevent future abuse and instability. Family Shelter and non-residential adult clients meet regularly with a case manager during their time at SafePlace. Case managers help clients develop goals around securing safe and affordable permanent housing, jobs and other resources; and create a plan to protect the family's safety.

They also assist clients in accessing and applying to needed community services that include, among many others, Austin Police Department (APD) services and public and private social services. Counseling services are available to support healing from domestic/sexual violence.

Proposed strategies reflect promising practices: SafePlace has a 40-year history of developing and using best practices in the human services and domestic/sexual violence fields. Our service philosophy is based on social learning theory, which suggests that people learn and model after others' behaviors and violence is often transmitted from generation to generation. There is widespread experience and knowledge in the domestic/sexual violence field that abusive relationships are based on power and control, and SafePlace uses the evidence-based Duluth model as a basis for providing services. This model illustrates power and control dynamics (e.g., coercion/threats, intimidation, economic abuse, isolation, etc.). We use this model to assist domestic/sexual violence survivors in planning for their and their children's safety, understanding and managing impacts of abuse, healing and rebuilding their lives. Our services are built on a philosophy of client choice and empowerment. Most of our shelter clients typically report leaving the shelter to a living situation that does not include their batterer. Our counseling services use a cognitive behavioral treatment (CBT) model. Its effectiveness is well-established, and has a strong evidence base (<http://www.ncbi.nlm.nih.gov/pubmed/16199119>). Many SafePlace counselors are trained in: brief solution-focused therapy; Eye Movement Desensitization and Reprocessing; and somatic experiencing-all best practices with trauma survivors. Other counselors are trained in Relational Therapy, Feminist Therapy and Play Therapy, which all have a strong research base in the human services field. SafePlace's counseling and case management services are built around the National Association of Social Work's best practice standards. See attached logic models for SafePlace & the individual

programs proposed for funding.

The **program strategies** described thus far address the needs of *Adults and Families*, per the *Principal Objectives/Goals listed in Section 0500-Scope of Work*. SafePlace provides comprehensive services to address the economic, emotional, physical and other basic needs of domestic/sexual violence survivors. Having a comprehensive array of residential and non-residential services allows for various options to support domestic/sexual abuse survivors in gaining safety, and addressing issues of stability and/or transitioning out of poverty/homelessness. We also have services for youth living at SafePlace: a K-12 charter school, childcare center, and afterschool/summer programs. These programs provide parents with a sense of safety about their children, and allow youth to continue their education and be cared for in a safe and enriching environment.

Program strategies reflect Imagine Austin's vision and mission (Section 0500–Scope of Work: Section 4): Per Imagine Austin's vision statement, SafePlace services help sexual/domestic violence victims regain stability by providing shelter, food, clothing, and access to community services. SafePlace serves any domestic/sexual violence victim regardless of income, culture, race, ethnicity, language, disability, gender identity or sexual orientation. SafePlace's service approach also supports Imagine Austin's core mission statements. The "*Austin is Livable*" core mission aligns with our strategy to provide, or assist in the provision of, equal-opportunity housing options for clients. We partner with local Housing Authorities and other housing providers to increase housing options for clients. SafePlace's long involvement in ECHO includes participation in planning efforts to increase local affordable and permanent supportive housing. Our shelter clients have ready access to a local library, Austin Community College campus, and beautiful park/recreation areas; all in walking distance or a short drive by car or bus.

The “*Austin is Educated*” mission is accomplished via the K-12 charter school at SafePlace. In partnership with The University of Texas-University Charter School (UT-UCS), it serves youth living at SafePlace and at the Austin Children’s Shelter. Students are educated in a school setting specifically designed for youth who have witnessed or experienced violence so they can achieve their academic goals. In the fall 2013 semester, 100% of students at the School reported feeling supported, 90% felt successful, and 86% felt safe. The “*Austin is Prosperous*” mission is fulfilled through our partnership with Goodwill, where Employment Specialist staff provide on-site job readiness, placement and retention services to SafePlace clients. We also refer clients to workforce development agencies. SafePlace offers computer skills classes and Life Skills classes to clients, which address job-related and other essential skills for independent living. As for “*Austin Values and Respects its People*”: As noted, SafePlace is committed to improving the lives of sexual/domestic abuse survivors regardless of their income, culture, race, ethnicity, language, disability, gender identity or sexual orientation. We offer services that can be tailored to meet the needs of each individual client. Respect-the opposite of violence- is a core value of SafePlace.

Barriers to services and how barriers will be mitigated: All families accessing services are greatly impacted by safety concerns. With regard to shelter, for example, we are often unable to shelter people who have domestic/sexual violence in their past (due to high demand for services), but are no longer in physical danger. In response, we provide non-residential services, including safety planning, referrals to local community resources, counseling, and advocacy. We also work with other community entities to meet the needs of these individuals/families. For people who cannot have face-to-face counseling due to barriers involving safety, transportation, having young children at home, disabilities, illnesses, etc., our Counseling Services program offers

phone counseling. It is very successful in mitigating these barriers and offering clients needed services.

Many of the children who attend our school, childcare and afterschool/summer programs have not regularly attended similar programs out in the community because of serious safety concerns. Families feel safe and comfortable having easy access to these services on-site at SafePlace and with comprehensive security/safety measures in place.

Strategies to reach individuals in multiple Life Continuum categories: SafePlace serves all ages of sexual/domestic violence survivors. Shelter and non-residential adult clients meet regularly with a case manager while at SafePlace. Case Managers help clients develop goals to secure safe, affordable, permanent housing, jobs and other resources; and create a plan to protect the family's safety. They also assist clients in accessing and applying to needed services, such as those addressing: legal (immigration, custody, etc.) matters; early childhood wellness/intervention; law enforcement and crisis assistance; substance abuse; nutrition; mental health; financial assistance; and child abuse; among many others. We understand that individuals and families who have experienced sexual/domestic violence need many supports. We work with other entities to help support these survivors, so there is a safety net for them. We strive to ensure abuse survivors' safety and basic needs are met.

Barriers to implementing strategies: Ongoing challenges we face in serving abuse survivors include the high demand, illustrated in part by waiting lists for our shelter, counseling and other services. For shelter, SafePlace has good, longstanding relationships with shelters in surrounding counties and referrals are made as needed. Our staff assesses threats to the safety of survivors and help them develop plans to protect themselves and their loved ones. Staff explore alternative options to shelter with survivors who face lesser threats to their safety. Our advocacy (case

management) services for non-residential clients assist survivors in maintaining safe housing in the community rather than having to enter shelter. To alleviate the waiting list for counseling services, when possible, 10-12 sessions of phone counseling are offered, as are support groups. Other ongoing challenges are limited resources for employment and safe, affordable housing. For the former, we partner with Goodwill and also refer clients to other workforce development agencies. For the latter, we partner with local Housing Authorities and other housing providers to increase housing options for clients. We are also involved in ECHO's planning efforts to increase the availability of affordable and permanent supportive housing in Austin.

Partnerships/relationships: Although there are no formal partnerships for which funding is requested in this proposal, SafePlace collaborates extensively. We receive referrals from the Austin Police Department (APD) and Travis County Sheriff's Office. SafePlace has a 24-hour admissions agreement with APD Victim Services, through which APD referrals to our shelter are admitted on a 24-hour, as-needed basis. We work with the City of Austin and Travis County Housing Authorities, and local housing providers to increase housing options for clients including Grove Place, where 70 families currently live.

The Region XIII Education Service Center, University of Texas-University Charter School, and the Austin Independent School District's Project HELP (Homeless Education and Learning Project) help address educational needs of youth living at SafePlace. Texas RioGrande Legal Aid and American Gateways offer legal services for our clients.

SafePlace is one of the founding members of the Best Single Source (BSS)+ project, led by Caritas of Austin. This collaborative emergency financial assistance project helps people find the one agency best designed to address their emergency needs. SafePlace is a partner in Caritas' BSS+ application to the City of Austin. Caritas' application has funds for 1.5 FTE SafePlace

staff, and clients would also access direct client assistance (DCA) funds through it. The DCA funds included in SafePlace's proposal to the City do not duplicate Caritas' application. SafePlace's request for DCA is for our shelter and Counseling Services clients, for housing, hotels, utilities, legal, medical, translation, transportation, food, identification assistance, childcare and education. The DCA funds that SafePlace would receive through Caritas' application will further allow us to address the rent/utility needs of low-income clients. The DCA funds through SafePlace's proposal are specifically for shelter and counseling clients while the DCA from Caritas' application are only for Survivor Advocacy clients living in the community.

SafePlace is a partner of the Passages program, led by The Salvation Army, which offers case management and other assistance to enhance the self-sufficiency of families at risk of homelessness. SafePlace has a MOU with Child Protective Services (CPS) that outlines practices of each agency in child abuse cases. SafePlace has a designated staffer who serves abuse survivors involved with CPS, and works with CPS investigators with cases involving family violence and child abuse.

SafePlace is a partner in a collaborative proposal to the City, submitted by Goodwill as the lead applicant, for on-site workforce development, job readiness, placement and retention services. SafePlace's City application does not request funds for these services and is not duplicative to Goodwill's proposal to the City.

SafePlace provides support groups on-site at the Travis County Correctional Complex and Austin Recovery to abuse survivors who are incarcerated and survivors with substance abuse issues, respectively. Via a collaboration with People's Community Clinic, Austin Travis County Integral Care and Planned Parenthood, SafePlace clients receive medical, psychiatric and well-woman care and health education. Also, SafePlace collaborates with Communities in Schools

and LifeWorks (lead agency) in the Shared Psychiatric Project, which offers contracted psychiatric services, clinical care management and psychotropic medications at SafePlace and LifeWorks.

SafePlace staff represent the agency in various local coalitions and task forces, such as ECHO, One Voice Central Texas, Family Violence Task Force and Central Texas Coalition Against Human Trafficking, among others addressing poverty and other key issues.

We are members of the multi-agency collaborative Family Violence Protection Team and the Sexual Assault Response and Resources Team. Central purposes of these collaborations include ongoing coordination of services among member agencies to ensure a skillful and compassionate response to victims, and effective investigation and prosecution of offenders. SafePlace partners with St. David's HealthCare and the Austin/Travis County Sexual Assault Nurse Examiners to serve recent rape survivors at the emergency room.

The LIFT Alliance is a partnership of SafePlace and the Austin Children's Shelter. This model provides additional opportunities to provide coordinated and responsive services to: youth and adults experiencing victimization; and utilize administrative resources more efficiently, including human resources, finance, facilities, technology, communications and fundraising functions.

These and additional collaborations with the faith community, schools, and other entities enhance the services we provide, and our clients' efforts to rebuild their self-sufficiency. We develop these relationships to link clients to services that our agency does not have the capacity/expertise to adequately address.

Project activities: The *Safety Net/Infrastructure Services* goal is addressed through SafePlace's shelter, the only one of its kind in Austin. The shelter provides 105 emergency shelter beds and support services to homeless adults and their children who have experienced domestic and/or

sexual violence. Services provided to shelter residents assist their efforts to heal and rebuild their self-sufficiency, such as securing and maintaining safe, permanent housing.

The shelter design creates a sense of community. It includes six areas that each house five families or ten adults, and include sleeping, living, dining and kitchen facilities. Residents have laundry and meeting spaces, and a food pantry. We have a comprehensive, multi-faceted security system designed to meet the safety needs of abuse survivors, which are intense.

Many people arrive at shelter lacking basic and essential resources. We fulfill immediate basic needs by providing clothing, personal care items, and food. Adult shelter residents can choose to work with a case manager to develop goals for securing stable housing, employment, transportation and addressing other essential needs. Case managers also assist clients in accessing and applying to public benefits and additional resources that address basic, vital needs. They assist clients to develop a safety plan designed to prevent future harm to them and their family.

The shelter is conveniently located less than ¼ of a mile from 2 Capital Metro bus stops, an Austin Public Library branch and Austin Community College branch. We provide shelter clients with financial assistance to pay pending/past-due rent, utilities and other bills that prevent them from obtaining safe housing. This assistance also helps clients obtain copies of personal identification and other documentation required to access public benefits and other services, and address health, transportation, food, interpretation and other basic needs. Case management services are also provided to non-residential clients in Austin to assist them in maintaining housing and strengthening their self-sufficiency, to prevent homelessness.

As part of *Universal Support Services*, youth whose parents are receiving services at SafePlace participate in after-school and full-day therapeutic, recreational, and educational services, such as tutoring, support groups and skill-building activities. These services address peaceful play, build

communication skills and self-esteem, meet children's daily need for physical activity, and are a means through which healthy behaviors are modeled by staff and volunteers. Parents also receive information on healthy discipline and child-friendly problem resolution strategies.

For residential clients, childcare is offered on-site; and K-12 education is offered at the on-site charter school. Often, the children living at SafePlace are not used to being away from their families, or have not previously attended childcare centers. The child care and school are located directly across from the shelter, which helps children transition to this new environment. These specially-designed services address educational and developmental delays caused by violence and help lay a foundation for children's future academic/developmental progress and success. These services also allow parents to work during the day on obtaining jobs, housing, and other needs important to their families' self-sufficiency.

Also as part of *Problem Prevention*, SafePlace's Counseling Services are offered to shelter and non-residential abuse survivors and family members impacted by the trauma of loved ones. Among these services are: crisis stabilization; individual, group and family counseling; play therapy; trauma symptom management; phone counseling; and assessment/referral for psychiatric services.

Case management is provided to address immediate safety issues and essential needs to support self-sufficiency. These services reflect the *Transition Out of Poverty* goal and its focus on furthering self-reliance, job and educational opportunities. Case management help them maintain housing so they do not have to come into shelter.

SafePlace provides abuse survivors with a safe place to heal and resources to increase economic/emotional stability, so they can remain independent from violence. Clients learn healthy problem-solving techniques, warning signs of abuse, and how to have relationships based

on equality/respect, all of which are a key part of breaking cycles of violence, poverty & homelessness.

Homeless Housing Habitability Standards compliance: SafePlace has staff dedicated to ensuring that the facilities on our 12-acre campus (five buildings) are in working order and up to code. We have an automated work order system that is reviewed daily as we routinely schedule facility maintenance. Our facilities staff team work in conjunction with a program team that meets monthly to discuss pressing facility issues. *Section 0625 attached.*

D. Performance Measures: *Calculation of outputs/outcomes:* SafePlace uses a comprehensive database (Online Data Manager – ODM) to track, maintain and analyze data on services provided. Via ODM, we can generate reports on all required/proposed outputs (unduplicated clients, service hours, shelter bed nights) and outcomes. Upon intake, direct service staff enter client demographic and service data (type/length of services, enter/exit date, case notes, etc.) into ODM. SafePlace uses shelter client exit surveys to collect information on households that move to a safe location without the abuser (required outcome—households that maintain housing or transition into housing). Anonymous client surveys collect outcome information on clients who report increased sense of safety. Our Counseling Services program uses client surveys with adults to collect data on their increased ability to manage the effects of trauma. *See Section 640 for outputs/outcomes.*

E. Service coordination: As noted previously, SafePlace is a member of the Best Single Source Plus project, which helps community members find the one agency to address shelter, food, utility assistance, transportation, childcare, education, legal, and medical needs. SafePlace is also a member of the collaborative Family Violence Protection Team and the Sexual Assault Response and Resources Team, to ensure an organized, skillful and compassionate response to

sexual/domestic violence victims. SafePlace is part of many other collaborations that enhance service coordination. A few examples include our collaboration with People's Community Clinic, Planned Parenthood and Austin Travis County Integral Care to provide healthcare and education to SafePlace clients. Our agency partners with St. David's HealthCare and the Austin/Travis County Sexual Assault Nurse Examiners to serve rape survivors at the emergency room. Also, there are SafePlace staff co-located at places where people typically seek assistance (i.e., Child Protective Services, and as noted below, the Travis County District Attorney's Office and the Travis County Attorney's Office). In these circumstances, we are able to train those organizations' staff on recognizing and responding appropriately to abuse survivors.

Client referral coordination: SafePlace receives referrals from local law enforcement, healthcare and other human services providers. Via our Hotline and case management services, SafePlace provides individuals with referrals to community agencies for assistance with legal, substance abuse, mental health and many other matters. We also have relationships and provide referrals to shelters in surrounding counties when our shelter is at capacity.

Connecting clients to public benefits: Case managers assist clients in accessing and applying for public benefits to maximize self-sufficiency. SafePlace is an approved site by the Texas Health and Human Services Commission (HHSC)'s Community Partner Program (CPP). Through CPP, our case managers have login privileges to HHSC's online portal to assist clients in applying for public assistance and/or maintaining public benefits.

Additional services: Our Hotline services are available 24/7 to sexual/domestic violence survivors and other community members. It provides emotional support, safety planning, and is the means through which trained agency staff and volunteers are dispatched to provide accompaniment and support to survivors of recent rapes at local emergency rooms.

Staff of SafePlace's Legal Advocacy program help domestic/sexual violence survivors navigate through difficult legal processes. These SafePlace staff work out of the County Attorney's Office and District Attorney's Office, as noted. SafePlace has a licensed attorney on staff to consult with clients on legal questions, and collaborate with legal services providers to increase pro bono legal resources for clients. Legal Advocacy staff and volunteers meet with survivors at court, guide them through the process, provide referrals to entities providing legal advice and sit with survivors in the courtroom during proceedings to offer support.

In collaboration with Travis County, SafePlace operates PlanetSafe where children can be exchanged between custodial and non-custodial parents, and visits can be supervised for families with a history of family violence.

Coordinated Assessment initiative: SafePlace is active longtime community service provider in the Continuum of Care (CoC) led by ECHO, and is designated as a prevention program to help prevent homelessness. SafePlace staff have worked in conjunction with ECHO staff in providing much-needed feedback and communication regarding Coordinated Assessment. Since we are federally mandated not to be a part of HMIS, as noted, we have worked collaboratively to ensure sexual/domestic violence victims' experiences are included in planning and decision-making. SafePlace is one of the community organizations piloting an intake tool as part of the Coordinated Assessment. SafePlace will continue to participate in these community initiatives during the funding period.

F. Community planning: SafePlace is a member of the Family Violence Protection Team and the Sexual Assault Response and Resources Team, which involve law enforcement, healthcare, legal and other agencies. Both help ensure effective service planning, coordination, investigation and prosecution of offenders. SafePlace is also a member of the CoC, a community-wide

commitment to ending homelessness, optimizing self-sufficiency and supporting nonprofits and State and local governments to quickly rehouse families while minimizing the trauma and dislocation caused by it. In the case of SafePlace, homelessness is a result of escaping violence. SafePlace staff participates in the CoC, Housing, and Data committees. SafePlace contributes data to HMIS staff from our comparable database, so that our data is incorporated into community goals to end homelessness. SafePlace collaborates with many other systems to meet permanent housing, legal, employment and other needs of abuse victims. Further, SafePlace staff participate in the Steering Committee and focus groups of the Travis County Community Plan for Coordination of Criminal Justice and Related Activities.

G. *Experience managing contracts:* SafePlace currently manages and reports upon data to approximately 30 local, state and federal governmental grants and at least 20 private grants. Most of these funding sources have been in place in excess of five years. We are regularly monitored by governmental funders and these monitoring reports are consistently positive, with no or only few minor findings. For over 5 years, SafePlace has been a recipient of City HHSD funding for Self-Sufficiency Continuum for Social Services contracts. These funds allow SafePlace to offer services to help domestic/sexual abuse victims meet their essential needs and improve and/or maintain their quality of life. ***Major funder information:*** Austin HHSD (Natasha Ponczek, Grants Coor, 512-972-5031), OVW (Darla Sims, Prgm Specialist: 202-307-6026), Region XIII (Sandy Lawrence, Consultant, 512-919-5304), TX Office of the Attorney General (Cynthia Valadez-Mata, Grant Mgr, 512-370-9786), TX HHSC (Ann Pinder, Contract Spec, 512-206-5570), TX Office of the Governor (David Villafranca, Prgm Specialist, 512-463-8425), Travis Co. Crime Victims' Fund (Teresa Goff, Prgm Mgr, 512-854-9700), Travis Co. Social Services (LaDonna Brazell, Contract Spec, 512-854-4122), US Emergency Food and Shelter Program

(Sam Woollard, samw7@sbcglobal.net) and US HUD (David Rios, Sr CPD Rep, 210-475-6800).

Experience: SafePlace is the longstanding nonprofit provider of comprehensive services for domestic/sexual violence survivors in Austin, and we are the organization best positioned to provide shelter and other services described in this proposal. SafePlace has provided shelter, counseling, case management, basic needs and other services to abuse survivors and their children in the Austin-area for 30-40 years (identical services provided in the last 5 years as proposed). We are the only provider of these and other specially-designed services in Austin for sexual/domestic violence survivors.

The target population is child and adult survivors of sexual/domestic violence in Austin. Since 1974, SafePlace has provided many services to support abuse survivors in gaining safety, and addressing issues related to self-sufficiency and transitioning out of poverty and homelessness. Each year, SafePlace provides direct services to at least 5,000 survivors.

H. Data Management and Program Evaluation - Successes/challenges: Since 2008, SafePlace has worked with CommunityTech Knowledge to custom-design and implement their web-based software ODM (Online Data Management) for our agency. Successes with ODM have been the ability to enter and track real-time client, volunteer and service data, and build reports for funders. A challenge has been a limitation to enter/track open support groups. SafePlace will upgrade to CTK's more robust electronic database, Apricot, in 2014 to mitigate this issue.

Identifying/correcting problems: SafePlace is committed to program evaluation and continual improvement of client service quality. Supervisors review client files and discuss caseloads regularly with staff. Written process recordings and direct observation by supervisors are used for training purposes. Directors/managers use reports from our database to identify problems, trends and make decisions for service delivery enhancements. SafePlace has a client grievance

procedure to provide clients with a clear and equitable avenue for making complaints. Clients who have questions/complaints about SafePlace policies, procedures, or operations are encouraged to discuss these with their primary staff contact. If a satisfactory explanation/resolution is not reached, the client can discuss the matter with the appropriate Program Director. If a satisfactory explanation/resolution is not reached, a formal written grievance can be filed, including review by a Board committee. All clients are given information about the client grievance process during their first appointment. We also use staff expertise/experience to improve service quality via regularly-held program staff meetings that address service delivery challenges, barriers to services for clients, new program needs and other issues affecting clients. Further, we distribute client satisfaction surveys on an ongoing basis and use this information to make agency improvements. We also conduct focus groups with clients for specific program development needs.

With regard to *expenditures*, grant and other spending is monitored on an ongoing basis, and regularly reviewed by SafePlace's Finance Department, Chief Program Director, other key staff, and our Board of Directors' Finance, Audit and Monitoring Committee. Issues identified in these and other areas of agency operations are revisited regularly to follow-up, assess and monitor improvement.

Compliance with HMIS Reporting Requirements: As noted, SafePlace is a victim service provider, and per VAWA and HUD guidelines, we cannot not enter data directly into HMIS and must use a comparable database. SafePlace does not participate in HMIS, and uses a comparable database (ODM) that collects client-level data and generates aggregate reports. The ODM is compliant with the Health Insurance Portability and Accountability Act of 1996.

I. Staffing Plan-Family Shelter: Staff who serve shelter clients include Survivor Support Specialists (case managers) who are supervised by the Survivor Support Manager. Resident Advisors are supervised by the House Support Manager. The Survivor Support and House Support Managers also help address overall client needs and support communal living. The Food Services Coordinator and Clinic Support Staff work to meet shelter clients' food, healthcare and basic needs. The Shelter Counselor provides individual/group counseling to shelter clients. The Senior Director of Residential Services oversees design, operations and evaluation for the shelter and supervises the Shelter Counselor, House Support Manager, and Survivor Support Manager.

Counseling: Counselors and Phone Counselors provide counseling to abuse survivors, and are supervised by Counseling Services Managers or the Counseling Director, who also assist with intakes, and serve as back-up to Counselors. The Assessment/Counselor provides screening and information/referral for people seeking counseling services. They also provide walk-in and scheduled intakes, and manage waiting lists. **Survivor Advocacy:** Survivor Advocates provide case management and assistance. One Survivor Advocate specifically serves Deaf abuse survivors. The CPS (Child Protective Services) Advocacy Coordinator provides case management and classes on parenting and domestic violence topics to families involved with CPS who are experiencing domestic violence. Survivor Advocates are supervised by the Survivor Advocacy Manager, who also has a part-time caseload of clients. Survivor Advocacy is overseen by the Senior Director of Community Services. **Children's Services:** Children's Advocates and the Male Mentor/Children's Advocate provide therapeutic, recreational and educational services to youth whose parents are receiving SafePlace services. These staff are supervised by the Children's Activities Manager, who also serves clients, and the Children's Services Director, who also oversees program design/operations and evaluation. **Administration:** To support

program reporting, direct service staff enter client service data daily into our database. For our current City contract, this data is compiled into a report by Information Systems staff, who regularly run data quality checks. The Information Systems Manager gives data to the Chief Program Officer (CPO), Directors and Senior Directors for review. They provide narrative text on variances between projected and actual outputs/outcomes, if needed. The CPO submits the report. We will follow a similar process with the proposed project. **Leadership:** Organizational leadership consists of the Executive Director (ED), Chief Financial Officer, CPO, Chief Development Officer, Senior Director of Residential Services (SDRS), and Senior Director of Community Services (SDCS). The ED supervises these leadership positions, and the leadership team meets monthly to review monthly financial statements and discuss and make decisions on key administrative/operational issues. The CPO and Senior Directors supervise Program Directors. They meet with each Director regularly to discuss program accomplishments/barriers, staff, evaluation, partnerships and other topics. The CPO ensures governmental programmatic performance reports are submitted accurately and timely, and is SafePlace's liaison with governmental grant officials.

On average, Program Directors have worked at SafePlace for 15 years. The SDRS has been with SafePlace for 24 years, and has 25 years of experience working with abuse survivors. The Counseling Director has worked for SafePlace for 22 years and the SDSCS and CPO have been with SafePlace for 16 years. Julia Spann, ED, has been in leadership positions addressing violence, homelessness and poverty in Austin for 20 years, and at SafePlace for 15 years. The staffing plan and structure is adequate and appropriate to fulfill the proposed strategies. *See Section 0645 for Program Staff Positions and Time and attached resumes/position descriptions.*

Part II: Cost Effectiveness City funding is requested to support staff essential to conducting

proposed program services. Salaries/benefits funded by the City will be directly related to providing proposed program services. Benefits paid with City funds will be in direct proportion to salaries paid. Also, City funds are requested to support general operating expenses essential to the program: janitorial/building/grounds maintenance, supplies/repair services; office/program supplies; postage; printing/copying; telecommunications; audit; utilities; insurance; security; trash disposal; facility inspections; and pest control. Direct assistance funds requested from the City for the program include shelter food/beverages; and financial assistance for clients (housing, hotels, utilities, legal, medical, translation, transportation, food, identification assistance, childcare, education, etc.). *Section 0650-Program Budget and Narrative attached.* No subcontractors included in our application.

Per Section 0600, SafePlace's ***fundraising and administrative percentage*** is as follows:

$$\frac{911,988 + 336,879}{8,148,837} \times 100 = 15\%$$

The average **cost per client** for proposed activities for **all funding sources** is \$1,174; **City cost per client** is estimated at \$325. This is based on the total program cost of \$2,818,683 divided by the total number of unduplicated shelter, counseling, children's services and non-residential case management service clients (2,400) = \$1,174. \$1,174 x 27.67% (city share) = \$325.

Average cost per client achieving performance measures: ***Outputs:*** Cost per unduplicated client is shown above. The estimated cost per service hour is \$97 (Counseling budget \$836,944 + Survivor Advocacy budget \$465,479 = \$1,302,423 divided by 13,400 service hours). Estimated cost per shelter bed night is \$35 (Shelter budget \$1,194,467 divided by 34,000 bed nights). ***Outcomes:*** The estimated cost per client household that maintains housing or transitions into housing is \$1,561 (Shelter budget \$1,194,467 divided by 765 clients). Estimated cost per adult client who reports increased sense of safety is \$1,835 (Project budget \$780,000 divided by 425

adult clients). Estimated cost per adult counseling client who has an increased ability to manage the effects of trauma is \$4,650 (Counseling budget \$836,944 divided by 180 adult clients). The costs for the first and third outcomes do not include administrative costs, and are only based on individual program costs. The estimated costs for outcomes above appear high, as the surveys we collect for these outcomes reflect only the perspective of the adult client household member. However, the cost for serving all clients (including child household members) is used to derive the estimated cost/budget.

Cost justification: SafePlace clients have multiple needs resulting from abuse, poverty, homelessness and instability. Clients need many specialized self-sufficiency services to begin and continue to heal from extreme and debilitating trauma they endured and to build their safety and emotional and financial stability. Many clients come from families where abuse and poverty were the norm. Breaking these cycles requires expertise and time. Also, clients often have Post Traumatic Stress Disorder, mental/physical health, and other major issues due to abuse. Based on the depth and breadth of specially-designed services needed by domestic/sexual abuse survivors, we believe the cost of the proposed strategies is appropriate to meet client needs.

Return on investment/social impact: Through our program, we expect to see changes related to increased safety and emotional and financial stability. About 85% of shelter clients will leave shelter to safe and stable housing, 85% of clients will report that their sense of safety has increased, & 90% of counseling clients will report increased ability to manage the effects of trauma, which helps them function productively, work, care for self and family, and increase their emotional/mental stability.

Program Funding Summary: Section 0655 attached.

Part III. Local Business Presence—Section 0605 attached.

Part IV. Bonus Evaluation Points *Additional self-sufficiency goals* addressed in SafePlace's proposal are *Problem Prevention*, *Universal Support Services*, and *Transition Out of Poverty*. Individual and group counseling and medical and psychiatric services, which reflect the *Problem Prevention goal* and its focus on physical and mental health services, are provided to clients. Youth at SafePlace are offered afterschool/summer activities, tutoring, support groups, and K-12 education via an on-site School. These services relate to the *Universal support services goal*, which includes services for youth and homeless persons, and other family and societal support services. Case management is provided to address immediate safety issues and essential needs to support self-sufficiency. These services reflect the *Transition Out of Poverty goal* and its focus on furthering self-reliance, job and educational opportunities. Case management help them maintain housing so they do not have to come into shelter. Case management is related to all of the above goals addressed in this proposal, as it links clients to City and other public and private services that help strengthen clients' self-sufficiency (e.g., job training, substance abuse treatment, permanent supportive housing) and improves financial stability and ability to break cycles of violence and poverty. Case management clients receive financial assistance for housing (e.g., rent, utilities), transportation and other needs essential to improve their stability. Case managers work with clients to develop a safety plan to prevent future harm to themselves and their loved ones.

Healthy Service Environment: SafePlace has existing "Smoke-Free Workplace," "Health and Wellness" and "Domestic Violence and Sexual Abuse in the Workplace" policies (*attached*). We will update the existing policies prior to 10/1/15 to include all elements of the 4 Healthy Service Environment policies, as described in the RFA. The Human Resource Director and CPO will

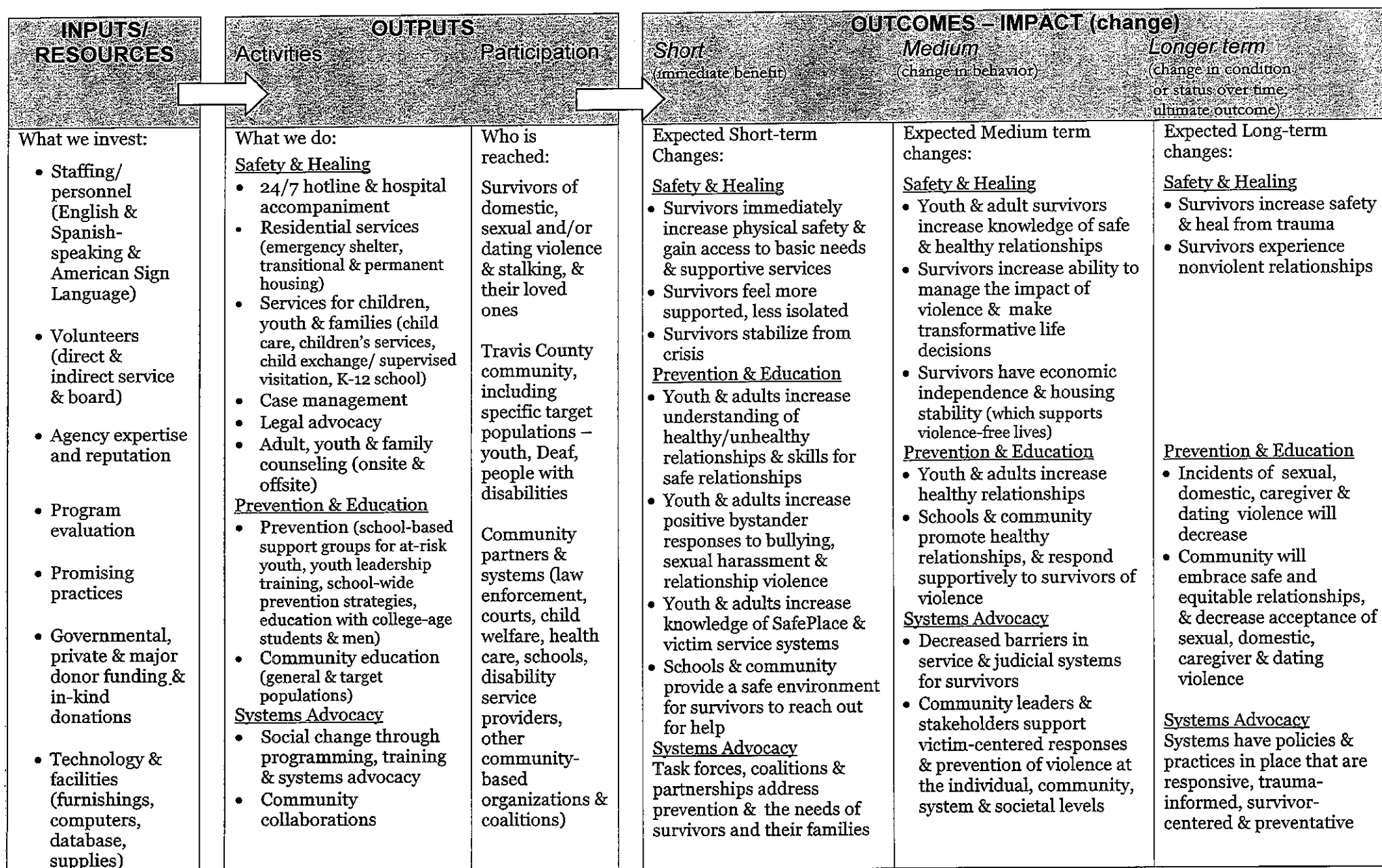
ensure implementation before 10/1/15. Copies of new policies and an overview will be provided at an agency staff meeting. We do not anticipate needing technical assistance to implement the policies.

Attachment A: Logic Models

Logic Model for SafePlace

Target population: SafePlace programs and services engage residents and systems within Travis County.

Theory of Change Summary: SafePlace is ending sexual and domestic violence through safety, healing, prevention and social change.



ASSUMPTIONS - We evaluate our programs and use client/community input to guide our work and make program improvements.

Safety and Healing

1. Everyone deserves safety and respect, and survivors of sexual and domestic violence need to be believed and supported.
2. Sexual and domestic violence is traumatic for everyone. Trauma is isolating, and impacts the survivor's relationship with self and others.
3. Healing occurs in relationship to others.
4. Providing services that are trauma-informed, accessible and welcoming to people of all backgrounds is ethical.
5. Leaving an abusive relationship is associated with the highest risk of injury or death.
6. If there is a safe place to go, victims will leave an abusive partner. If forced to choose between homelessness and an abusive partner, most survivors will choose to return to the violence.
7. There is a correlation between engaging in services and client success in reaching goals (safety, housing, emotional stability, parenting, etc.).

Prevention and Education

1. Providing community education increases the likelihood that survivors will know where and how to get help.
2. Engaging the community increases community accountability for responding to violence and addressing factors that allow violence to continue.
3. Supporting youth and adults in developing healthy relationship skills prevents and decreases sexual and domestic violence.
4. Promoting safe, respectful and nonviolent relationships creates a safer and healthier community.

Systems Advocacy

1. SafePlace programming and services reduce the social acceptance of violence and prevent future violence.
2. Individuals and systems are compassionate and have the capacity to learn and change.
3. Violence can be prevented.

EXTERNAL FACTORS (that contribute to the prevalence of violence)

1. Society and media (movies/television, music lyrics, commercials/billboards, video games, the Internet, etc.) minimize or even glorify violence.
2. Those with less power (women, children and traditionally-underserved populations) are more likely to be targeted for violence.
3. Family violence is generational and learned within families.
4. Victims are blamed by others for the violence they experience.
5. Continued threats of violence and retaliation from perpetrators are real.
6. Sexual and domestic violence often goes unreported, and sexual assault is frequently perpetrated by someone known to the victim.
7. Poverty, lack of affordable housing, and substance abuse add barriers to leaving violent relationships.
8. Children who witness or experience violence are at greater risk for becoming victims and perpetrators in their own relationships.
9. Social norms among youth and adults that are accepting of violence contribute to future perpetration of violence.

Emergency Shelter (SafePlace has provided this service since 1977)

INPUTS	OUTPUTS		OUTCOMES – IMPACT		
	Activities	Participation	Short	Medium	Longer term
What we invest *Personnel * Knowledge and expertise * Program Evaluation * Funds about 14% of total agency budget * Agency reputation * Facilities * Promising Practice	What we do * Emergency Shelter * 24/7 hotline offering crisis support, information and referral *Collaboration with community resources to provide both on-site and off-site support to survivors and their families including coordinating healthcare, psychiatric services, educational services and legal support *Comprehensive safety planning and case-management and coordination	Who is reached *36,000 nights of shelter provided * 900 sexual assault and domestic violence survivors sheltered each year *11,500 callers to the sexual and domestic violence hotline each year	Short-term changes we expect * immediate safety for survivors 85% will report feeling safe at the shelter * isolation – 80% of adults clients will report decreased feelings of isolation * 95% callers report increase level of information/safety	Medium term changes we expect *family/individual has the opportunity to assess interpersonal violence and the types of supports they may need for future safety. * family have access to increased resources to remain separate from a violent family member; 85% will report leaving to a location that does not include the abusive person (households that maintain housing or transition into housing)	Long-term changes we expect * People will have increased safety and heal from violence * Individuals/family has information about where to access help in the future

ASSUMPTIONS

- 1) In violent relationships, the victim needs to leave the situation.
- 2) When a victim leaves, they are at the highest risk of injury or death.
- 3) If there is a safe place to go, victims will leave an abusive partner.

EXTERNAL FACTORS

- 1) Poverty, lack of affordable housing and substance abuse add barriers to leaving violent relationships.
- 2) Abusers who learn this violence continue to perpetrate at a higher rate and use increasingly more lethal means.
- 3) Homelessness continues to be problematic and can put people, especially women and children in vulnerable positions.

Counseling Services Program

INPUTS	OUTPUTS		OUTCOMES – IMPACT		
	Activities	Participation	Short	Medium	Longer term
What we invest * Personnel 14.50 FTE * Knowledge & expertise * Funds about 10% of total agency budget * Agency reputation * Facilities *Program evaluation *Evidence based practices (EMDR, SE, Trauma Focused CBT) *Promising practice	What we do * Individual Counseling * Play therapy * Family Counseling * Phone Counseling * Crisis Stabilization *Off-site Groups *Expanded Group Program (Open support groups, Closed small groups, Special topic groups) *Internship program Provide most effective modality for clients' issues/goals, and a continuum of care.	Who is reached * Domestic & Sexual Violence Survivors and their children * ~1,450 unduplicated clients served *11,000 counseling hours	Short-term changes we expect: * Increased safety for survivors (85%) * Increased ability to manage effects of trauma (90%) * Increased understanding of the dynamics and impact of trauma (90%) *Increased awareness of resources & options (90%) * Increased emotional well-being (80%)	Medium-term changes we expect: * Decreased isolation * Increased ability to process trauma * Increased ability to identify and mourn losses related to trauma *Increased level of individual functioning * Family dynamics less reactive	Long-term changes we expect: *Development of personal power & self-sufficiency *Increased interest in present and future *Healthy connection with others * Increased level of family functioning

ASSUMPTIONS

- 1) Domestic & sexual violence is trauma
- 2) Trauma impacts the survivor's development & ability to function
- 3) Trauma is isolating & inhibits the survivor's ability to connect with internal & external resources
- 4) Trauma impacts the survivor's relationship with self & others

EXTERNAL FACTORS

- 1) Healing occurs in connection with others
- 2) Violence is normalized by the culture
- 3) Those with less power (Women, children & traditionally-underserved populations) are more likely to be targeted for violence
- 4) Family violence is generational, learned within family systems
- 5) Victims are blamed by others for the violence they experience

Survivor Advocacy (SafePlace has provided non-residential case management services since 2003)

INPUTS	OUTPUTS		OUTCOMES – IMPACT		
	Activities	Participation	Short	Medium	Longer term
What we invest * Personnel * Knowledge and expertise * Program Evaluation * Funds about 5% of total agency budget * Agency reputation * Facilities * Promising Practice	What we do * Short and Long term case management which assists survivors in reaching goals around housing, employment, legal issues, child care and other stability related issues. * crisis support, information and referral * Adult education to survivors of domestic and sexual violence on parenting and the dynamics of domestic violence * Collaboration with community partners to access financial assistance for clients. * Comprehensive safety planning	Who is reached * 540 sexual assault and domestic violence survivors and their children provided case management services * Adult survivors will receive 2,400 service hours of case management * 90 classes offered on parenting and/or the dynamics of domestic violence each year	Short-term changes we expect * immediate safety for survivors 85% will report feeling safe after receiving advocacy services * reduced isolation – 80% of adults clients will report decreased feelings of isolation	Medium term changes we expect * families will gain tools to increase self-sufficiency through working on budgeting, goal-planning and obtaining knowledge on how to access/obtain community support as needed. * families have access to increased resources to remain separate from a violent family member; 85% will report that their awareness of resources increased as a result of services.	Long-term changes we expect * People will have increased safety and heal from violence * Survivors will maintain safe/stable housing. 75% will report that receiving assistance helped them avoid homelessness

ASSUMPTIONS

- 1) In violent relationships, the victim needs to leave the situation.
- 2) When a victim leaves, they are at the highest risk of injury or death.
- 3) If there is a safe place to go, victims will leave an abusive partner.

EXTERNAL FACTORS

- 1) Poverty, lack of affordable housing and substance abuse add barriers to leaving violent relationships.
- 2) Abusers who learn this violence continue to perpetrate at a higher rate and use increasingly more lethal means.
- 3) Homelessness continues to be problematic and can put people, especially women and children in vulnerable positions.

Children's Activity Services

INPUTS	OUTPUTS		OUTCOMES – IMPACT		
	Activities	Participation	Short	Medium	Longer term
What we invest * Personnel * Knowledge and expertise * Research * Funds about 3.3% of total agency budget * Agency reputation * Facilities * Promising Practice	What we do * Social Activities * Afterschool support * Therapeutic Activities * K-12 school * Age appropriate safety planning * information and referral to community resources, educational services, and basic needs	Who is reached * 25,000 hours of activities provided * 550 children serviced	Short-term changes we expect * measurable educational progress * children learning healthy coping skills * children will have organized opportunities for play * Children will feel safe and supported	Medium term changes we expect * children will use healthy coping skills	Long-term changes we expect * Prevention of future violence/ breaking the cycle within the family group

ASSUMPTIONS

- 1) Children in homes with DV witness abuse that causes them distress
- 2) When a victim leaves the dislocation is stressful for the children
- 3) Children learn healthy behavior through play

EXTERNAL FACTORS

- 1) contact/visitation with batterers
- 2) homelessness
- 3) parental support

Attachment B: Grant Monitoring Reports

TEXAS HEALTH AND HUMAN SERVICES COMMISSION

THOMAS SUBHS
EXECUTIVE COMMISSIONER

January 17, 2012

Julia Spann
Travis County SA & DV Survival Center
P O Box 19454
Austin, TX 78760

Re: HHSC Family Violence Contract #529-08-0013-00041F

Dear Ms. Spann:

This letter is to confirm the on-site review scheduled for February 14-15, 2012. I plan to begin the review at 9:00 a.m. on February 14th. The purpose of this visit is to review and monitor fiscal, administrative, and programmatic procedures relating to family violence services funded by the Health and Human Services Commission (HHSC).

All financial documents will be reviewed for budgeted items in each budget category for the month of *September and November 2011*. The visit will also include a review of client files for this contract.

In order to facilitate the review, please send the following items to my attention by *February 3, 2012*:

- Board minutes from the three most recent board meetings
- Staff roster (name, title, salary, and funding source)

You may send these items to me via e-mail (preferred method) or mail. If you opt to email them and to ensure that we receive all the items, please transmit them all at the same time. If you opt to e-mail them, HHSC file size limitations may necessitate sending several e-mails. If so, please indicate 1 of X, 2 of X in the subject line. The mailing address is: 909 W. 45th St., MC 2010, Austin, TX. 78751.

Items to have available for on-site review:

- Board by-laws
- Accounting records and support documentation
- Financial Management Questionnaire (*this form is one of the email attachments with this letter, please complete and I will review on-site*).
- Bank statement for operating account, bank reconciliation and operating bank account GL detail for the month of November 2011.

- Form 941 for 3rd quarter of 2011, bank statement for period ending September 2011.
- Board manual, roster, training and board personnel files
- Current Memorandum of Understanding with CPS and APS
- TANF Forms
- Agency policies and procedures [*to expedite this review, please flag your policies and procedures with the current HHSC Shelter Texas Administrative Codes (TAC)*].
- Timesheets and paystubs for the month of September and November (*list will be provided prior to my arrival*).
- Personnel files (*list will be provided prior to my arrival*).
- Client files (*list will be provided prior to my arrival*).
- Sample intake packet
- A list of items you may wish to discuss or have questions about

We request that the Executive Director and at least one board member, preferably the board president, be present at the exit conference scheduled for February 15, 2012. Please notify your board president and any other staff or board members you might want in attendance. The exact time will not be scheduled until later in the monitoring visit.

Enclosed are the site visit tools I will be using during the visit. Please feel free to contact me at (512) 206-5040 should you have any questions.

Sincerely,

Judy Forbes, CTCM
Family Violence Contract Manager



SafePlace

Ending Sexual & Domestic Violence

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Executive Director

Julia Spann

April 16, 2012

Judy Forbes, CTCM
HHSC-Family Violence Program
909 W. 45th Street, MC 2010
Austin, Texas 78751

Re: HHSC Family Violence Contract #529-08-0013-00041F

Dear Ms. Forbes:

I am responding to HHSC's monitoring report dated March 20, 2012 for review of SafePlace's Family Violence Program contract. Below you will find our responses to the findings included in the monitoring report and enclosed you will find support documentation to demonstrate compliance. While we appreciate the thorough review of our program, we were surprised to learn that there were findings given that none were mentioned during the monitoring visit or exit interview. We believe that many of the findings included in the report could have been resolved immediately had you asked questions during the actual monitoring site visit.

Finding #1: All personnel files reviewed (7) did not include annual evaluations from date of hire. This requirement is listed in your HHSC contract, Article 13, Section 13.06 (gg)(b) effective September 1, 2011 (state fiscal year 2008).
Lang – 2009 & 2010; Easley – 2008 & 2010; Krejci – 2008-2010; Cantu – 2010; Strang – 2010; Rosenbluth – 2008, 2010-2011; Hernandez-Martinez – 2009-2010.

Corrective Action #1: SafePlace will provide a written statement with response to this report ensuring all personnel will have all annual evaluations included in their personnel files by April 20, 2012.

Response #1: It is SafePlace policy to conduct annual evaluations of all personnel. All SafePlace personnel had annual evaluations within the last year. We will continue to perform annual evaluations from this time forward and include a copy in individual personnel files.

Finding #2: Brenda Strang's personnel file did not include a job description. Per § 379.402 (2), all personnel files must include a job description. The center must maintain a personnel file for each employee. Each file must include at least the following information: (2) Job descriptions.

Ernestine Krejci's personnel file did not include documentation of orientation or initial training as required by §379.402 (6): The center must maintain a personnel file for each employee. Each file must include at least the following information: (6) Documentation of orientation, initial training, and employee development

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THE SPIRIT OF PROGRESS
1718 POWER LA COMPLEX

Corrective Action #2: SafePlace will include with report to this report by April 20, 2012, a job description for Brenda Strang and signed/dated written documentation for orientation for Ernestine Krejci.

Response #2: Upon review of Brenda Strang's personnel file, a copy of her job description was found in her personnel file. A copy of Ms. Strang's job description is enclosed.

Ernestine Krejci was hired by SafePlace in 2001. Our procedure for new employee orientation at that time did not include participants signing in as documentation that they attended new employee orientation. Mr. Krejci has attended and presented at SafePlace new employee orientation numerous times each year since 2004. Please see enclosed verification by SafePlace's Director of Human Resources. Also enclosed is signed verification that Ms. Krejci received orientation and training.

Finding #3: Review revealed resident child file #132432, #133422, #133619; nonresident child file #108201, #117701, and #117835 did not include verification of an individual service plan.

In compliance with §379.710, the center must develop a written individual service plan with each resident and nonresident that reflects the resident's or nonresident's particular needs.

Corrective Action #3: SafePlace will provide verification of a service plan for the above files with response to this report by April 20, 2012. If any of the clients mentioned above are no longer receiving services, Contractor will submit a written statement that all future client files will include verification of individual service plans with response to this report.

Response #3: SafePlace conducted an additional file review since the HHSC monitoring to ensure that all client files include an individual service plan. A copy of service plans for each client mentioned in this finding are enclosed with identifying details omitted to protect client confidentiality.

Finding #4: Review revealed resident child file #132432, #133422, #133619; nonresident child file #108201, #117701, and #117835 did not include verification of clients' rights. The parent victim may sign for a child in this regard. Per §379.628 the center must provide written rights to all clients.

Corrective Action #4: SafePlace will provide verification of a service plan for the above files with response to this report by April 20, 2012. If any of the clients mentioned above are no longer receiving services, Contractor will submit a written statement that all future client files will include verification of clients' right with response to this report.

Response #4: SafePlace conducted an additional file review since the HHSC monitoring to ensure that the client files referenced above had a copy of clients' rights. We found a signed copy in each client file mentioned in this finding. A copy of signed clients' rights for each client file mentioned above is included as an attachment with identifying details omitted to protect client confidentiality.

Page 3

Finding # 5: Nonresident child file #117701 did not include a TANF form as required by §379.617.

Corrective Action #5: SafePlace will submit a current TANF form for client #17701 with reply to this report. If client is no longer receiving services, Contractor will submit in writing that all future clients will have a current TANF form on file by April 20, 2012.

Response #5: SafePlace is aware of the requirement to obtain a TANF form for all adult residential and nonresidential clients. The client referenced above is a non-emancipated minor served by our teen dating violence program. The parent or guardian of this minor was not served by SafePlace and thus a TANF form was not required.

Finding #6: During shelter tour it was noted that two fire extinguishers did not have inspection tags and were not fully charged. Please ensure all fire extinguishers are inspected and include verification of inspection. Per HHSC contract Article 13, Section 13.06 (hh) Facility Codes: The center's facilities must be in adequate repair and in compliance with applicable local health, fire, electrical, and building codes.

Corrective Action #6: SafePlace will provide written verification that the fire extinguishers have been properly tagged and inspected with response to this report by April 20, 2012.

Response: The fire extinguishers at shelter are scheduled to be inspected and tagged this week.

If you have questions about our response to the monitoring report, please contact Wendie Abramson, Chief Program Officer, at wabramson@SafePlace.org or 512-356-1599.

Sincerely,



Julia Spann
Executive Director

Enclosures

Cc: Wendie Abramson, Chief Program Officer
Karen Bartoletti, SafePlace Board President

SafePlace
Human Resources Director
January, 2006

Department: Human Resources
Reports to: Chief Operating Officer
FLSA Status: Exempt
Approved by: Human Resources, Executive Director
Approved Date: January 31, 2006

The Human Resources Manager develops, implements, and manages the human resources functions of the agency.

Major Responsibilities

Overall Agency/Staff as a Whole:

1. Ensure that SafePlace complies with federal and state employment laws. Responsible for the overall implementation and management of the agency's human resources functions. More detail than needed
2. Create, distribute and troubleshoot all yearly timesheets, electronic and handwritten, for both non-exempt and exempt employees.
3. Coordinate and maintain weekly email distribution of SafePlace Staff Matters to keep staff informed of all programs' activities and staff news.
4. Work with the agency's broker during renewal to insure a sound benefits package, which includes health and dental insurance, retirement plans, and cafeteria plan.
5. Submit payroll changes to Finance, including new employees, separating employees, and changes involving changes in rate of pay, employee status changes, authorized employee deductions, and any other payroll changes for current staff. Insure exempt timesheets for Finance Payroll department
6. Develop, update and maintain a
7. Develop, update, and manage a
8. Ensure timely compensation info insure internal and external parity, responsible for dissemination of
9. Develop, facilitate, or coordinate supervisors' support training and
10. Coordinate the processing of all re letters, distribution of resumes to a resumes.
11. Oversee the Human Resources Info employee information. Can't the ma
12. Responsible for the compliance with Vehicle Reports and the enforcement
13. Administer Workers Compensation a for yearly Worker Comp policy renew
14. Responsible for the reporting to gove of Labor, EEOC, etc.).
15. Maintain, update, and distribute agency organizational Chart.
16. Develop and maintain personnel policies and procedures as needed.
17. Provide benefits information to new employees. Manages the administration of and process insurance enrollments and changes on behalf of staff as requested in compliance with HIPAA. Work as an advocate for employees if problems develop with benefits providers.

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Individual Employee:

1. Provide New Hire Orientation and Paperwork for all new employees including, but not limited to, completion of all payroll information, discussion of agency policies and benefits. Facilitate New Employee Orientations to new employees providing agency overview. Conduct Exit Interviews, when applicable, for all exiting staff.

Human Resources Director

2. Write ad copy and place employment ads using various media (newspapers, allied organizations, colleges and universities) to recruit applicants for vacant positions at the request/direction of the hiring supervisors. Assist hiring supervisors by providing applicant screening process. Produce weekly job list for distribution to all SafePlace locations and for mail-out as needed.
3. As requested, may provide counsel and advice to employees on employee relations issues and problems.
4. Supervise the HR Administrative Assistant.
5. Act as staff liaison with Board on personnel items when needed, on ongoing HR issues.

General Requirements:

1. Ability to communicate effectively.
2. Adheres to SafePlace's Confidentiality Policy and works with the Agency Mission and Statement of Philosophy.
3. Complies with SafePlace's Standards of Conduct.
4. Attends all required meetings.
5. Completes all requisite paperwork, for program and administration.
6. Completes other duties as assigned.
7. Respond appropriately to the cultural differences present among the organization's service population and staff
8. Ability to work as a team member, providing support as well as constructive feedback in interpersonal interactions.
9. Sensitivity to various ethnic and social backgrounds, beliefs and values.
10. Adequate personal health, social maturity and emotional stability to fulfill the functions of the position.

Knowledge, Skills and Abilities

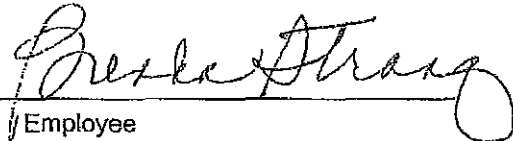
1. Demonstrates appropriate skill level and capability in the operation of computers and general office software programs, including word-processing, spread-sheet, and database software, as required in your department.
2. Pays careful attention to detail; works with accuracy and maintain neat, well-organized records
3. Works cooperatively with external partners and constituencies.
4. Maintains flexibility; working with frequent interruptions and multiple and changing priorities
5. Demonstrates conviction about the capacity of people to grow and change
6. Effectively organizes work to meet frequent and/or multiple deadlines, handle multiple tasks simultaneously, and manage conflicting priorities and demands
7. Supervise employees effectively
8. Prepares and reviews programmatic and/or agency budget reports.
9. Analyzes problems and devises effective solutions based on sound judgment
10. Works independently, exercises initiative, and accomplishes tasks without continuous supervision
11. Plans procedures and coordinates complex departmental operations; Demonstrates emphasis on improving quality of staff, systems, and environment
12. Sets measurable goals and evaluates achievement of goals.
13. Gives and receives feedback and evaluation as an improvement tool
14. Actively and cooperatively participates in self-directed management teams or groups.

Qualifications

1. Four-year degree in business administration, management, or a related field, plus three years progressively responsible experience in human resources management, and office management.
2. Three (3) years' progressively responsible experience in human resources management and office management.
3. Minimum of two (2) years' supervisory experience.

This job description is not intended to be all-inclusive. SafePlace reserves the right to revise or change duties as the need arises. This job description does not constitute a written or implied contract of employment.

I have read and understand this Job Description.



Employee

Date

Supervisor

Date

ACKNOWLEDGEMENTS

I acknowledge receipt of, and agree to abide by SafePlace's Manuals. I have had these policies, practices, and procedures explained to me, and understand them as they apply to my employment:

Personnel Manual WorkSafe Manual Security Manual
Information Technology Manual Financial Policies Client Services Policies

Kitt Kizer
Employee

7/12/11
Date

I understand that all future modifications to the above-stated Manuals will be updated electronically with receipt. The employee is responsible for adherence to any modifications that may occur.

Kitt Kizer
Employee

7/12/11
Date

JOB DESCRIPTION

I have been given a copy of the Job Description for my new position. I have read and understand my duties as they apply to my employment.

Kitt Kizer
Employee

7/12/11
Date

DRUG-FREE WORKPLACE

The unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the SafePlace workplace. This policy includes all SafePlace facilities, vehicles, lockers, workspaces, and parking lots and covers all staff, volunteers, clients, or contractors. These activities are subject to disciplinary action, up to and including immediate termination. By acknowledgement below, you signify that you understand and will abide by this policy.

Kitt Kizer
Employee

7/12/11
Date

ORIENTATION & TRAINING (HHSC)

I received an oral orientation and initial training about the organization.

Kitt Kizer
Employee

7/12/11
Date



2012 Board of Directors

Karen Bartoletti, Chair
Shawn Ball
Laura Bosworth
Cindy Brouillette
Zita Cassizzi
Marylu De Hoyos
Lori Freedman
Ilana Gilman
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Donna Stockton-Hicks

Executive Director

Julia Spann

Ernestine (Kitt) Krejci has participated and presented In New Employee Orientations for SafePlace since February, 2004.

As our procedure for New Employee Orientation did not include a sign-in sheet in 2004 for participants, I have included New Employee Agendas from 2004 through 2011, which has carried into 2012, showing that she has presented at every New Employee Orientation since 2004.

As facilitator of this training since 2002, I can verify and confirm that Ernestine (Kitt) Krejci has participated and presented in New Employee Orientation since 2004.

Brenda Strang 4/3/2012

Brenda Strang
Director of Human Resources

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OUR COMMON PURPOSE

2004 NEW EMPLOYEE ORIENTATION AGENDA

- 8:30 - 9:00 Timeline of CBW/ARCC (Gail Rice)
- 9:00 - 9:15 Mission, Vision, Philosophy, Code of Conduct (Diane Rhodes)
- 9:15 - 10:00 Scope of Services (Angela Atwood)
- 10:00 - 10:15 **BREAK**
- 10:15 - 10:50 Agency Funding and Support:
 - 10:15 - 10:30 Volunteers (Elizabeth Hummer)
 - 10:30 - 10:50 Funding (Susan Shaw/Kitt Krejci)
- 10:50 - 11:15 Strategic Planning (Matt Starr)
- 11:15 - 11:25 **Seating of Sahell or DAWCAS personnel**
- 11:25 - 12:00 Overall Security hardware/zones (Rory O'Malley)

2005 NEW EMPLOYEE ORIENTATION AGENDA

- 8:30 - 9:00 Timeline of CBW/ARCC (Gail Rice)
- 9:00 - 9:15 Mission, Vision, Philosophy, Code of Conduct (Rebecca Lightsey)
- 9:15 - 10:00 Scope of Services (Brenda Strang)
- 10:00 - 10:15 **BREAK**
- 10:15 - 10:50 Agency Funding and Support:
 - 10:15 - 10:30 Volunteers (Langa)
 - 10:30 - 10:50 Funding (Susan Shaw/Kitt Krejci)
- 10:50 - 11:15 Strategic Planning (Rebecca Lightsey)
- 11:15 - 11:25 Seating of Saheli or DAWCAS personnel
- 11:25 - 12:00 Overall Security hardware/zones (Matt Starr)

NEW EMPLOYEE ORIENTATION – 2006 AGENDA

- 8:30 - 9:00 Timeline of CBW/ARCC (Gail Rice)
- 9:00 - 9:15 Mission, Vision, Philosophy, Code of Conduct (Julia Spann)
- 9:15 – 10:00 Scope of Services (Cantu, Herbert, Stogner)
- 10:00 – 10:15 **BREAK**
- 10:15 - 10:50 Agency Funding and Support:
 - 10:15 - 10:30 Volunteers (Langa)
 - 10:30 - 10:50 Funding (Julie Hooper/Kitt Krejci)
- 10:50 – 11:15 Strategic Planning (Julia Spann)
- 11:15 – 11:25 Seating of Sahell or DAWCAS personnel
- 11:25 – 12 :00 Overall Security hardware/zones (Matt Starr)

2010 NEW EMPLOYEE ORIENTATION AGENDA

8:30 – 8:45 Mission, Vision, Philosophy, Code of Conduct (Julia Spann)

8:45 – 9:30 Strategic Planning (Julia Spann)

9:30 – 10:00 Timeline of CBW/ARCC (Gail Rice)

10:00 – 10:05 BREAK

10:05 – 10:50 Scope of Services (Melinda Cantu, Linda Herbert, Barri Rosenbluth, Yvette Rouen, Pam Rutledge, Coni Stogner)

10:50 – 11:05 Agency Funding and Support: Volunteers (Langa)

11:05 – 11:10 BREAK

11:10 – 11:40 Agency Funding and Support: Development (Amy Temperley)
Financial (Kitt Krejci)

Seating of Saheli personnel

11:40 – 12:00 Overall Security hardware/zones (Karl Nichols)

**2007 - 2009
NEW EMPLOYEE ORIENTATION
AGENDA**

Packet of Handouts include:

**SafePlace Mission/Vision
Statement of Values (front) / Standards of Conduct (back)
Strategic Plan 2007 – 2009
Current Programs 2006 /SafePlace Statistics 2005/DV SA Facts
Confidentiality Policy
2005 Annual Report
2 Palm Cards**

8:30 – 8:45 Mission, Vision, Philosophy, Code of Conduct (Julia Spann)

8:45 – 9:30 Strategic Planning (Julia Spann)

9:30 – 10:00 Timeline of CBW/ARCC (Gail Rice)

10:00 – 10:05 BREAK

10:05 – 10:50 Scope of Services (Cantu, Herbert, Rosenbluth, Stogner) (one to present)

10:50 – 11:05 Agency Funding and Support: Volunteers (Langa)

11:05 – 11:10 BREAK

11:10 – 11:40 Agency Funding and Support:
Development (Rachel Frank) Financial (Kitt Krejci)

Seating of Sahell or DAWCAS personnel

11:40 – 12:00 Overall Security hardware/zones (Diane Rhodes)

2011 New Employee Orientation presenters:

The New Employee Orientation has been streamlined to include short presentations by Deaf Services and Disability Services. This means that the wealth of information previously presented has been pared down to a manageable amount for the participants to retain.

The NEO presentation is now a power point to insure that all groups throughout the year receive the same information. Some areas have been included in other areas, and some presentation duties now will be shared/ rotated.

I have listed the new Agenda times below. As the February 10th NEO is the first presentation of this power point and agenda, the times may be a little off, for the actual presentation will provide the pacing information. I hope I have given sufficient time for your information. I appreciate your flexibility around this.

If you would like to change any information on your slides, please let me know.

Thank you so much for your participation in NEO!

NEW AGENDA

8:30 – 9:40	Mission/Vision/Philosophy	JULIA SPANN
	What We do	
	Code of Conduct	
	History	
	Strategic Plan	

BREAK

9:50 – 10:35	Scope of Services	ROTATING PROG HEADS
10:35 - 10:50	Revenue/Expenses	KITT/AMY T (ROTATING)
10:50 – 11:00	Security	KARL

BREAK

11:05 – 11:35	Deaf Culture Awareness	DEAF SVCS
11:35 – 12:05	Disability Services Awareness	DIS SVCS

INDIVIDUAL SERVICE PLAN (this plan should be filled out by the client and the advocate)

Client Name: [REDACTED]

Date: 10/14/11

Adult

Child

Advocate Name: Andrea Gonzalez

Immediate Goals (briefly state goals):

Safety
Counseling
Housing

Client Name: [REDACTED]

Date: 10/14/11

Adult

Child

Advocate Name: Andrea Gonzalez

Immediate Goals (briefly state goals):

Safety
Counseling
Housing
Transfer schools

Client Name: [REDACTED]

Date: 10/14/11

Adult

Child

Advocate Name: Andrea Gonzalez

Immediate Goals (briefly state goals):

Safety
Counseling
Housing
Transfer schools

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INDIVIDUAL SERVICE PLAN (this plan should be filled out by the client and the advocate)

Client Name: [REDACTED]
Date: 10/14/11 Adult ☐ Child ☒
Advocate Name: Andrea Gonzalez

Immediate Goals (briefly state goals):

Safety
Counseling
Housing
transfer schools

Client Name: [REDACTED]
Date: 10/14/11 Adult ☐ Child ☒
Advocate Name: Andrea Gonzalez

Immediate Goals (briefly state goals):

Safety
Counseling
Housing
transfer schools

Client Name: _____
Date: ____/____/____ Adult ☐ Child ☐
Advocate Name: _____

Immediate Goals (briefly state goals):

MMX
132432

INDIVIDUAL SERVICE PLAN (this plan should be filled out by the client and the advocate)

Client Name: [REDACTED]

Date: 10/24/11

Adult ☒ Child ☐
N. Morelos

Advocate Name:

Immediate Goals (briefly state goals):

Safety
Employment
Housing
Immigration

Client Name: [REDACTED]

Date: 10/24/11

Adult ☐ Child ☒
Nancy Morelos

Advocate Name:

Immediate Goals (briefly state goals):

Safety
Childcare
Basic Needs

Client Name: _____

Date: ____/____/____

Adult ☐ Child ☐

Advocate Name: _____

Immediate Goals (briefly state goals):

INDIVIDUAL SERVICE PLAN (this plan should be filled out by the client and the advocate)

Client Name: [REDACTED]
Date: 10/3/11 Adult Child
Advocate Name: Angela Overland

Immediate Goals (briefly state goals):
Safety, basic needs, housing, counseling, income, community resources

Client Name: [REDACTED]
Date: 11/3/11 Adult Child
Advocate Name: Angela Overland

Immediate Goals (briefly state goals):
Safety, basic needs, school transfer

Client Name: [REDACTED]
Date: 11/3/11 Adult Child
Advocate Name: Angela Overland

Immediate Goals (briefly state goals):
Safety, basic needs, daycare

Lease Addendum A
Supportive Housing Program
Self-Sufficiency Plan and Service Agreement

108201

My permanent housing goal is: Safe, permanent, affordable housing

stay in Austin
are
move
- Sam
inform

To reach my goal, I will:	My Advocate will help me by:	Goal Date: Dec 2011	Completed:
→ on Grove Place wait list	→ check wait list	ongoing	
→ apply to 1-2 Project Based Section 8 Hpts.	→ give referrals & information	May 2011	
→ research affordable housing	→ help with research and paperwork	Dec 2011	
→ look at housing market			

My increased income/self-sufficiency goal is: full-time permanent job in a medical office or a hospital

To reach my goal, I will:	My Advocate will help me by:	Goal Date:	Completed:
→ complete Job Training Institute course / medical	providing referral support	summer 2011	
→ complete computer training and medical terminology	"		
→ apply for better jobs	referral to Employment Specialist	summer 2011	

My increased self-determination goal is: _____

To reach my goal, I will:	My Advocate will help me by:	Goal Date:	Completed:
complete all legal cases: batterers Criminal case, CPS, divorce	support, court accompaniment	?	
help children heal through Positive Parenting, Counseling, good experiences & opportunities.	referrals, service coordination	ongoing	

I, _____, have identified my goals in this service plan and will work toward them. I understand that I will complete the Supportive Housing Program when I obtain permanent housing, and I agree to exit transitional housing as soon as I achieve this goal. I have been informed that I will have the option to participate in six months of follow-up advocacy services after I move into permanent housing. I understand that services will end with my Supportive Housing Advocate after six months of follow-up advocacy. I have been provided with information about other SafePlace services, and I understand that I can access these services at any point in the future if I need to do so.

Client Signature

Advocate Signature

Date

3-16-11
3/16/11

Date



Expect Respect Intake Coversheet

Expect Respect Program and Service Plan

SafePlace is an agency in Austin that helps people who have experienced family violence or sexual assault and works to prevent these forms of abuse in our community. The Expect Respect Program provides counseling and support groups in schools so that young people have a safe place to talk about their feelings and experiences with each other and hopefully learn some new ways to have safe and healthy dating relationships. The group will last 24 sessions and cover the following topics: developing group skills, defining equality and respect, recognizing abusive relationships, learning skills for conflict resolution, and raising awareness among peers.

Confidentiality Policy

What you talk about is confidential. That means that the Expect Respect facilitator will not repeat what you say to others including your teachers, counselors, other students or your parents. Some kinds of information cannot be kept confidential. If you share that you or another minor has been abused or assaulted, the Expect Respect facilitator is required by law to report this information to the Department of Protective and Regulatory Services or the Austin Police Department. If you tell, or the Expect Respect facilitator suspects that you are in serious danger of hurting yourself or someone else, he/she will contact outside professionals to help you and to keep you and others safe. In each of the above cases, the Expect Respect facilitator will also discuss the situation with the Expect Respect supervisor, you, your school counselor and your parent/guardian so that everyone can work together for your safety and that of others.

Information Provided to AISD

Your attendance in Expect Respect and your responses to a feedback form at the end of the program are provided to the AISD Office of Evaluation. This information is used to help evaluate program effectiveness.

Information is not confidential:

- If you have been abused or assaulted by an adult in the past and never reported it to an authority.
- If you are in serious danger because someone is hurting you or you are hurting yourself.
- If you are going to hurt someone else, or you believe that another person is in serious danger.
- If you give your permission to share information to other adults.
- If court orders are issued.

Student Rights

- ☒ I understand the confidentiality policy. I will also keep confidentiality of other group members.
- ☒ I want to participate in the Expect Respect Program. I understand that my participation is voluntary and that I can stop participating at any time. I have the right to a physically and emotionally safe counseling environment, to ask questions, and to refuse to answer questions. If I have any complaints about my Expect Respect facilitator, I can talk to my school counselor or the Expect Respect Program Director at SafePlace, Barri Rosenbluth, 356-1628. I have received a copy of these rights and the services that are being offered.
- ☐ I do not want to participate in the Expect Respect Program.

Signature of Student

Expect Respect Facilitator

- Client 11701

Date

Date

El Programa de Vivienda Transitoria con Apoyo: SHP

Plan de Autosuficiencia

Mi meta de vivienda permanente es: Tener ya mi casa.

Para alcanzar mi meta, yo voy a:	Mi trabajadora me ayudará a:	Fecha de la meta:	Completado:
Continuar en lista de espera	Estoy viendo en que tiempo puedo acudir a Houseen	continuo No se mayo/junio	No se
Buscar más vivienda de bajo recurso y aplicar	Dar referencias		

Mi meta de aumentar mis ingresos/ auto-suficiencia es: Cambiar de trabajo

Para alcanzar mi meta, yo voy a:	Mi trabajadora me ayudará a:	Fecha de la meta:	Completado:
buscar mejor trabajo y esperar	Dar referencias y apoyo	continuo No se	
Seguir trabajando.		continuo	

Mi meta de tomar buena decisiones por mi misma es: Consejería

Para alcanzar mi meta, yo voy a:	Mi trabajadora me ayudará a:	Fecha de la meta:	Completado:
consejería individual grupo de apoyo	dar referencia	febrero/ marzo	
clases de estrategias para vivir	referir a la clase	agosto	

Yo, [Redacted], he identificado mis metas en este plan de servicio y me prepararé para alcanzarlas. He sido proporcionado(a) con información acerca de otros servicios de Un Lugar Seguro, SafePlace. Entiendo que una vez que haya logrado mis metas, la administración de mi caso con la trabajadora y el Apoyo de Recursos terminará. Entiendo que puedo obtener acceso a estos y cualquier otro servicio de Un Lugar Seguro, SafePlace, en el futuro si es necesario.

Firma del Cliente

Firma de Trabajadora

Fecha

Fecha

Mom of
134432

SafePlace;
Centro de Sobrevivientes de Violencia Domestica y Asalto Sexual

POLÍZA/ACUERDO DE CONFIDENCIALIDAD

Entiendo que tengo la responsabilidad de apoyar y respetar la políza de confidencialidad de SafePlace.


Entiendo que cualquier información acerca de la identidad de individuos recibiendo servicios en SafePlace deberá ser mantenida confidencial en todo momento. Entiendo también que cualquier información acerca de los individuos recibiendo servicios en SafePlace deberá ser mantenida confidencial. El acuerdo de confidencialidad cubre los servicios rendidos por SafePlace y la información compartida por los clientes mientras reciben servicios.

Las únicas excepciones a esta políza de confidencialidad son las siguientes:

1. Cuando SafePlace es obligado por ley a reportar sospechas de abuso infantil, abuso a ancianos y/o abuso a una persona con una incapacidad; amenazas de homicidio, homicidas o suicidas, el personal esta autorizado para cumplir con la ley a hacer todos los reportes exigidos.
2. Cuando un cliente de SafePlace firma una autorización específica para dar información y la autorización está en el archivo del cliente, la autorización será respetada.
3. SafePlace cumplirá con órdenes del tribunal y citaciones apropiadamente entregadas.
4. El personal de SafePlace es obligado a reportar información de actos ilegales o sexualmente explotivos de otros profesionales o organizaciones de salud mental.
5. Si es necesario para el beneficio del cliente, información del cliente puede ser compartida entre el personal o voluntarios de SafePlace para asistir en la provisión de servicios.

He leído, entendido, y acordado en seguir y respetar la Políza de Confidencialidad descrita arriba, mientras este en SafePlace y después de finalizar mi asociación con la organización.


Firma


Nombre en letra de molde

Fecha: 18/12/11

Por favor marque la caja apropiada que describe su relación con SafePlace:

- ☒ Cliente
☐ Miembro de la Meza Directiva/Fundación
☐ Voluntario
☐ Personal
☐ Otro _____

Mom of 132432

Derechos del Cliente

Residencia en el programa del Refugio en Safe Place es voluntaria. Los residentes del Refugio tiene que acceder a atenerse a las reglas de la casa y sus limitaciones en este Programa.

Usted, el cliente, tiene el derecho de:

- Recibir los servicios básicos del refugio, incluyendo trabajo del caso y acceso concreto disponible de las necesidades básicas.
- Recibir conserjería o terminarla sin obligación o acosamiento.
- Un ambiente seguro, libre de abuso físico, emocional o sexual
- Reportar un comportamiento no ético o ilegal de un empleado de la agencia
- Hacer preguntas acerca de su trabajo de caso o conserjería, u otros servicios Provistos por el refugio.
- Solicitar y recibir información acerca de la capacidad o competencia de los empleados del refugio incluyendo la licencia, educación, entrenamiento experiencia. Membresía o asociación profesional, especialización y limitaciones.
- Negarse a responder cualquier pregunta o dar información que usted escoja no Revelar.
- Conocer los límites de confidencialidad y las circunstancia en la cual un Empleado de la agencia esta legalmente exigido a revelar la información a otros.
- Saber si hay supervisores, consultantes, estudiantes, miembros de equipo u otros Con quien su trabajadora social o consejera discutirá su caso.
- Revisar o leer su archivo de cliente en presencia de su trabajadora social o Supervisor.

Iniciales del cliente



Fecha 10-12-11

Mom of 133422

SafePlace:
Centro de Sobrevivientes de Violencia Domestica y Asalto Sexual

POLÍZA/ACUERDO DE CONFIDENCIALIDAD

Entiendo que tengo la responsabilidad de apoyar y respetar la políza de confidencialidad de SafePlace.

Entiendo que cualquier información acerca de la identidad de individuos recibiendo servicios en SafePlace deberá ser mantenida confidencial en todo momento. Entiendo también que cualquier información acerca de los individuos recibiendo servicios en SafePlace deberá ser mantenida confidencial. El acuerdo de confidencialidad cubre los servicios rendidos por SafePlace y la información compartida por los clientes mientras reciben servicios.

Las únicas excepciones a esta políza de confidencialidad son las siguientes:

1. Cuando SafePlace es obligado por ley a reportar sospechas de abuso infantil, abuso a ancianos y/o abuso a una persona con una incapacidad; amenazas de homicidio, homicidas o suicidas, el personal esta autorizado para cumplir con la ley a hacer todos los reportes exigidos.
2. Cuando un cliente de SafePlace firma una autorización específica para dar información y la autorización está en el archivo del cliente, la autorización será respetada.
3. SafePlace cumplirá con órdenes del tribunal y citaciones apropiadamente entregadas.
4. El personal de SafePlace es obligado a reportar información de actos ilegales o sexualmente explotivos de otros profesionales o organizaciones de salud mental.
5. Si es necesario para el beneficio del cliente, información del cliente puede ser compartida entre el personal o voluntarios de SafePlace para asistir en la provisión de servicios.

He leído, entendido, y acordado en seguir y respetar la Políza de Confidencialidad descrita arriba, mientras este en SafePlace y después de finalizar mi asociación con la organización.



Firma



Nombre en letra de molde

Fecha: 10/19/2011

Por favor marque la caja apropiada que describe su relación con SafePlace:

- ☒ Cliente
☐ Miembro de la Meza Directiva/Fundación
☐ Voluntario
☐ Personal
☐ Otro _____

Derechos del Cliente

133422

Residencia en el programa del Refugio en Safe Place es voluntaria. Los residentes del Refugio tiene que acceder a atenerse a las reglas de la casa y sus limitaciones en este Programa.

Usted, el cliente, tiene el derecho de:

- Recibir los servicios básicos del refugio, incluyendo trabajo del caso y acceso concreto disponible de las necesidades básicas.
- Recibir conserjería o terminarla sin obligación o acosamiento.
- Un ambiente seguro, libre de abuso físico, emocional o sexual
- Reportar un comportamiento no ético o ilegal de un empleado de la agencia
- Hacer preguntas acerca de su trabajo de caso o conserjería, u otros servicios Provistos por el refugio.
- Solicitar y recibir información acerca de la capacidad o competencia de los empleados del refugio incluyendo la licencia, educación, entrenamiento experiencia. Membresía o asociación profesional, especialización y limitaciones.
- Negarse a responder cualquier pregunta o dar información que usted escoja no Revelar.
- Conocer los límites de confidencialidad y las circunstancias en la cual un Empleado de la agencia esta legalmente exigido a revelar la información a otros.
- Saber si hay supervisores, consultantes, estudiantes, miembros de equipo u otros Con quien su trabajadora social o consejera discutirá su caso.
- Revisar o leer su archivo de cliente en presencia de su trabajadora social o Supervisor.

Iniciales del cliente

[Redacted Signature]

Fecha

10/19/11

Mon 04
133619

SafePlace:
Domestic Violence & Sexual Assault Survival Center
CONFIDENTIALITY POLICY/AGREEMENT

I understand that I have the responsibility to uphold SafePlace's confidentiality policy.

I understand that any information concerning the identity of individuals served by SafePlace is to be kept confidential at all times. I also understand that any information about the individuals served by SafePlace is to be kept confidential. The confidentiality agreement covers the services rendered by SafePlace and the information shared by the clients in the course of receiving services.

The only exceptions to the above confidentiality policy are as follows:

1. When SafePlace is bound by the law to report suspected child abuse, elder abuse and/or the abuse of a person with a disability; homicide, homicidal or suicidal threats, the staff is authorized to comply with the law by making all required reports.
2. When a SafePlace client signs a specific authorization to release information and the authorization is in the client's file, the authorization will be honored.
3. SafePlace will comply with court orders and properly issued subpoenas.
4. When SafePlace staff are bound by state law requirements to report abusive, illegal or sexually exploitive acts by other mental health professionals or organizations.
5. If necessary for the client's benefit, client information may be shared among SafePlace staff or volunteers to assist in service provision.

I have read, understood, and agree to comply with the Confidentiality Policy described above while at SafePlace and after ending my association with the organization.

Signature

Print Name

Date:

Please mark the appropriate box that describes your relationship to SafePlace:

- ☒ Client
☐ Board/Foundation Member
☐ Volunteer
☐ Staff
☐ Other _____

Revised and approved 8/01
SafePlace Board of Directors

133619

Client's Bill of Rights

You, the client, have the right to:

- a safe environment, free from sexual, physical, or emotional abuse
- request information about your counselor's qualifications, including licensure and education
- ask questions about your counseling
- refuse to answer any questions that you prefer not to answer
- know the limits of confidentiality and the circumstances in which a counselor is required to disclose information to others
- know if there are supervisors or others with whom your counselor will consult regarding your work together
- request a summary of your file
- discuss concerns or disagreements about your work with your counselor, or file a grievance, according to the policy outlined on the reverse
- report unethical and illegal behavior by a counselor or licensed social worker by calling the Texas Board of Examiners of Professional Counselors (1-800-942-5540) or the Texas Board of Social Work Examiners (1-800-232-3162)
- end counseling without obligation or harassment.

Client Initials



Date:

11-2-2011

Chal 108201

SafePlace:
Domestic Violence & Sexual Assault Survival Center
CONFIDENTIALITY INFORMATION FOR CLIENTS

Please read this information about confidentiality as it relates to your status as an agency client:

- 1) You have the right to see any documentation of services provided to you or your children that is kept in agency client files. If you want to see your file at any time, just ask a staff person. You can look at your file in the presence of a staff person.
- 2) Agency client files, including yours, have information in them about the dates of services provided to you, a brief description of those services and interactions, and goals or service plans. These records are kept to ensure staff accountability, and to confirm service delivery. These records are made by your caseworker, advocate, counselor, and sometimes by other agency staff with whom you have met.
- 3) The staff working directly with you, their supervisors and our data entry staff have regular access to your file. Government agencies that provide money that support our programs monitor a few client files every year.
- 4) The agency has a strict confidentiality policy, which you have signed.
- 5) The agency must respond to requests for public information about the agency through the Texas Public Information Act. Information in your client file is protected from these requests and will not be given out.
- 6) If you would like a staff person to be able to release information about your case to someone else, you can sign a release of information form to make that possible. Just ask your caseworker or advocate.
- 7) The agency keeps your file for several years. We reserve the right to destroy it any time four years after you stop receiving services from us. We destroy files by shredding the file contents.
- 8) After you have stopped receiving services, your file is closed and stored behind at least two locks. The information listed above in the description of your file contents will be kept in your file until the file is destroyed.

If you want a copy of your file, please ask a staff person to help arrange for you to have a copy. You will need to sign a release of information, and will be provided with a copy of your file.

Client's Bill of Rights

You, the client, have the right to:

- a safe environment, free from sexual, physical, or emotional abuse.
- request information about your Advocate's qualifications, including any licensure or education.
- ask questions about your services.
- refuse to answer any questions that you prefer not to answer.
- know the limits of confidentiality and the circumstances in which a staff member is required to disclose information to others.
- know if there are supervisors or others with whom your Advocate will consult regarding your work together.
- request a summary of your file.
- discuss concerns or disagreements about your work with your Advocate, or file a grievance, according to the policy outlined on the following page.
- report unethical or illegal behavior by a counselor or licensed social worker by calling the Texas Board of Examiners of Professional Counselors (1-800-942-5540) or the Texas Board of Social Work Examiners (1-800-232-3162).
- end services without obligation or harassment.

108201

Guidelines for Termination of Client Services

In most situations, termination of services to clients will be planned cooperatively by the client and the staff person with whom s/he is working. With Supportive Housing residents, the goal is to plan to terminate services after permanent housing has been obtained and self-sufficiency established. However, non-voluntary termination of services may be initiated by staff for reasons including, but not limited to:

- Demonstration of unsafe behavior(s) by a client such as harassment, threats, verbal and/or physical violence to staff or other clients.
- Determination that SafePlace services do not appropriately meet the needs of a client and/or that the needs of a client are beyond the scope of care provided by SafePlace.
- Determination that a client is not benefiting from the services provided by SafePlace.
- Lack of stability required to effectively utilize advocacy services.
- Any release of information about other clients, especially information that might put the person in danger.
- Inability to keep scheduled appointments.
- More detail about client rights and responsibilities, as well as grounds for termination of lease, may be found in the Supportive Housing lease contract.
- When a client for whom services were previously terminated requests further services, consideration will be given to the former client's safety concerns.

SAFETY AND SECURITY PROCEDURES

Because SafePlace serves survivors of both sexual and domestic violence, we ask all clients to be mindful of your personal safety as you come and go and participate in services provided here at the Resource Center. Staff and hotline are always available to help you address safety concerns and plan for personal safety here, at home, and out in the community. This is an important aspect of the services provided by SafePlace.

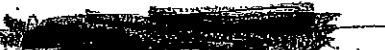
When arriving at SafePlace, you will be required to identify yourself, who you are coming to see, and whether or not you have an appointment. This is to insure that only those who have reason to be here are admitted to our buildings. Please remember that people who have abused you are not permitted access to any SafePlace buildings.

SafePlace services are confidential and all who come here have safety concerns. Therefore, we require that you do not release any identifying or other information regarding people you see here. To do so may put them and you at risk.

My signature indicates that I have read, understand and received copies of:

- Confidentiality Policy
- Confidentiality Information for Clients
- Client Bill of Rights
- Client Grievance Policy
- Guidelines for Termination of Services
- Safety and Security Procedures
- Description of SafePlace Services
- SafePlace Services Agreement for Non-Residential Clients
- Notice of HMIS Privacy Practices for Protected Personal Information

Client



Date

9-20-10

SafePlace Staff



Date

9/20/10

chr' 117835

Advocate Initials:

Date Submitted:

SafePlace:
Centro de Sobrevivientes de Violencia Doméstica y Asalto Sexual
INFORMACIÓN SOBRE CONFIDENCIALIDAD PARA CLIENTES

Por favor lea esta información sobre la confidencialidad ya que trata de su estado como cliente de esta agencia:

1. Usted tiene el derecho de ver cualquier documentación contenida en los archivos de clientes de la agencia, acerca de los servicios que se la han brindado a usted y a sus hijos. Si en cualquier momento usted desea mirar su archivo, pídaselo a un miembro del personal. Usted puede mirar su archivo en la presencia de un miembro del personal.
2. Los archivos de los clientes de la agencia, incluyendo los suyos, contienen información acerca de las fechas de servicios brindados a usted, una breve descripción de esos servicios e interacciones, al igual que metas o planes de servicio. Estos archivos se mantienen para asegurar la responsabilidad del personal, y para confirmar que se le hayan brindado servicios. Estos documentos son preparados por su trabajador social, defensor, consejero y en algunas ocasiones por otro personal de la agencia con quien usted haya tenido contacto.
3. El personal que trabaja directamente con usted, los supervisores de ellos y el personal encargado de enviar datos estadísticos a un programa de computadora, tienen acceso regular a sus archivos. Agencias gubernamentales que proveen el dinero para apoyar a nuestros programas, supervisan los archivos de algunos clientes cada año.
4. La agencia tiene una póliza estricta sobre la confidencialidad, la cual usted ha firmado.
5. Esta agencia debe responder a solicitudes de información pública sobre la agencia por medio del Acto de Información Pública de Texas. La información contenida en su archivo está protegida contra estas solicitudes y no será divulgada.
6. Si usted desea que un miembro del personal revele su información a alguien más, usted puede firmar una forma en la cual nos da permiso para revelar la información. Pida una forma a su trabajador o defensor si es necesario.
7. Esta agencia mantiene su archivo por varios años. Nosotros reservamos el derecho de destruir el archivo en cualquier momento a partir de 4 años después de que usted haya dejado de recibir nuestros servicios. Al destruir los archivos, los contenidos se hacen tiras.
8. Después de que usted deje de recibir servicios, su archivo se cerrará y se guardará con por lo menos dos candados. La información detallada previamente en la descripción de los contenidos de su archivo, se mantendrá en el archivo hasta que sea destruido.

Si usted desea una copia de su archivo, por favor pídale a un miembro del personal que haga los trámites necesarios para que usted la obtenga. Para obtener una copia de su archivo, usted necesitará firmar una forma en la cual nos da permiso revelar/divulgar su información.

Los Derechos De Los Clientes de SafePlace

Usted, el cliente, tiene el derecho a:

- Un ambiente seguro, libre de abuso sexual, físico, o emocional.
- Pedir información sobre las capacidades profesionales de su trabajador social, incluyendo licenciatura y educación.
- Hacer preguntas sobre su caso y plan de servicio.
- Negarse a contestar preguntas si Usted prefiere no compartir alguna información.
- Saber los límites de confidencialidad y los casos en que se le requiere (por ley) al trabajador social dar información a otras personas.
- Saber si hay supervisores u otras personas con quienes su trabajador social va a discutir su caso.
- Pedir un resumen de su archivo.
- Discutir inquietudes o desacuerdos acerca de su trabajo con su trabajador social, o someter una queja, según la póliza de la agencia.
- Reportar cualquier comportamiento ilegal o fuera de las éticas de la profesión de un terapeuta o de un trabajador social al llamar al Comité de Examinadores de Consejeros Profesionales del estado de Texas/Texas Board of Examiners of Professional Counselors (1-800-942-5540) o el Comité de Examinadores de Trabajadores Sociales del estado de Texas/Texas Board of Social Work Examiners (1-800-232-3162).

Advocate Initials:
Date Submitted:

- Terminar servicios de trabajo social sin obligación o vergüenza.

Advocate Initials:
Date Submitted:

117835

Guía de Terminación de Servicios de Cliente SafePlace: Vivienda Transitoria con Apoyo

En la mayoría de las circunstancias, la terminación de servicios será planeada cooperativamente por el cliente y el miembro del Personal con quien él trabaja. La terminación no-voluntaria de servicios puede ser iniciada por el Personal por razones incluyendo, pero no limitadas, a:

- La demostración de conductas peligrosas como acosar, amenazar, o cometer actos de la violencia verbal o física hacia el Personal u otros clientes.
- La determinación de que los servicios de SafePlace no satisfacen adecuadamente las necesidades de un cliente y/o que las necesidades de un cliente están fuera del alcance de los servicios ofrecidos por SafePlace.
- La determinación de que un cliente no beneficia de los servicios ofrecidos por SafePlace.
- La falta de estabilidad requerida para utilizar bien los servicios ofrecidos por su trabajo social.
- Cualquier revelación de información acerca de otros clientes, especialmente información que puede poner en peligro a la persona.
- La incapacidad de asistir a las citas arregladas.
- Cuando un cliente que ya terminó servicios en el pasado regresa y pide servicios adicionales, se considerará la seguridad y el riesgo del cliente.

Procedimientos de Seguridad

Por la razón de que SafePlace brinda servicios a sobrevivientes de violencia doméstica y sexual, pedimos a todos los clientes que estén conscientes de su seguridad personal cuando pasan por el Centro de Recursos (Resource Center) y participan en los servicios aquí.

El Personal y la Línea de Crisis están disponibles para ayudarle a hacer su plan de seguridad personal durante su estadía aquí, en casa y afuera en la comunidad. Esto es un aspecto importante de los servicios ofrecidos por SafePlace.

Al llegar a SafePlace, se le requerirá identificarse y decir con quien tiene cita. Este proceso sirve para asegurar que sólo a las personas que tienen por qué estar aquí, se les permitirá entrar en nuestros edificios. Favor de recordar que a las personas abusivas no se les permite ningún acceso a cualquier edificio de SafePlace.

Los servicios de SafePlace son confidenciales, y todos que vienen aquí tienen preocupaciones por su seguridad. Usted no puede compartir ningún tipo de identificación u otra información con respecto a personas que conoce aquí. A compartir información personal de otra persona, usted puede poner en riesgo a todos los clientes y a usted también.

He leído, he entendido, y estoy de acuerdo en cumplir con las pólizas. He recibido copias de:

- ☒ Póliza/Acuerdo de Confidencialidad
- ☒ Información Sobre Confidencialidad para Clientes
- ☒ Los Derechos de los Clientes de SafePlace
- ☒ Procedimiento Sobre Quejas de Clientes
- ☒ Guía para Terminación de Servicios de Cliente
- ☒ Procedimientos de Seguridad
- ☒ Acuerdo de Servicios con SafePlace
- ☒ Aviso de las Prácticas de Privacidad de HMIS para la Información Personal Restringida

Cliente

Fecha

01/07/09

Trabajadora Social

Fecha

1/7/09

Here is the information on our walk in registration hours. Please let me know if something is not clear. My contact info is below as well.

Here is my little disclaimer about distributing this info. Please do not post or set out copies of our walk in information. Due to concerns for client security, this information should not be posted. All client referrals should be directed to my number. Let me know if you have any questions.

Here at SafePlace we provide free counseling to survivors of domestic violence and/or sexual violence. Our counseling services consist of individual counseling with a limit of 20 sessions, family counseling with a limit of 40 sessions, phone counseling with a limit of 10 sessions (not available for family counseling or minors) and support groups. Once a client is registered for support group they may start attending group. Support groups are on Tuesday and Thursday evenings from 6:30 PM to 8 PM.

We are currently maintaining wait lists for our phone counseling and individual/family counseling services. To get on our wait list for services, an intake needs to be completed. Intakes are completed at our walk in registration hours.

Our registration process is for individuals to come into our agency to fill out our registration forms and speak with a counselor in person. We have walk in hours for the public to come speak with a counselor and get assistance if needed with our forms. The walk-in-hours are every Tuesday and Wednesday from 8:30 AM to 4:00 PM. You do not need an appointment for walk in but occasionally due to volume of walk-ins you may wait 30 minutes before speaking with someone.

The forms are not lengthy but you should also plan on 45 minutes to an hour when speaking with one of the members of our counseling team.

We ask that you please do not bring children for the intake. If you have any questions regarding this, please phone the Counseling Intake Coordinator.

We are located at: 1515 Grove Blvd, BLDG A, Austin, TX 78741 There is not a SafePlace sign out front however there is a long black gate around our campus and after entering the gate with the sign that says 1515 and an arrow pointing right, look for the building with the blue roof to find our Resource Center. You will need to press a button on the outside of our door to announce to the secretary that you are here to register for counseling.

If you are lost trying to get here, please call our 24 hour hotline at 267.7233.

If you wish to speak to someone before coming to walk in hours, please phone Joanna Slauter, SafePlace Counseling Intake Coordinator at 356.1648.

Joanna Slauter
Counseling Intake Coordinator
512-356-1648(o) | 512-385-0662 (f)
SafePlace | P.O. Box 19454 | Austin, TX 78760
24-hr Hotline: 512.267.SAFE (7233) or
512.927.9616 TTY for the Deaf Community
www.SafePlace.org

Abramson, Wendie

From: Abramson, Wendie
Sent: Tuesday, March 20, 2012 12:40 PM
To: 'Judy.Forbes@hhsc.state.tx.us'
Subject: RE: HHSC/DFPS MOU
Attachments: Wendie A MOU 3.20.2012.pdf

Judy:

Here is a copy of our current MOU with DFPS.

Let me know if you have questions or need further info,

Wendie H. Abramson, LMSW
Director of Disability & Deaf Services/Chief Program Officer
512.356.1599 (v) | 512.385.0662 (fax) | 512.482.0662 (TTY)
www.SafePlace.org/DisabilityServices | www.SafePlace.org/DeafServices

SafePlace | P.O. Box 19454 | Austin, Texas 78760
24-hr Hotline: 512.267.SAFE (7233) or 512.927.9616 TTY for the Deaf Community
www.SafePlace.org



From: Judy.Forbes@hhsc.state.tx.us [mailto:Judy.Forbes@hhsc.state.tx.us]
Sent: Tuesday, March 20, 2012 12:17 PM
To: Abramson, Wendie
Subject: HHSC/DFPS MOU
Importance: High

Wendie,

Please email your current MOU to me. I failed to get a copy during my site visit. Thank you!

Judy Forbes, CTCM
Family Violence Program
909 W. 45th Street, MC 2010
Austin, TX 78751
Phone: (512) 206-5040
Fax: (512) 206-5812

MEMORANDUM OF UNDERSTANDING BETWEEN THE
TEXAS DEPARTMENT OF FAMILY
AND PROTECTIVE SERVICES, REGION #7
AND
TRAVIS COUNTY DOMESTIC VIOLENCE AND SEXUAL ASSAULT SURVIVAL
CENTER (DBA SAFEPLACE)

I. PURPOSE

This agreement is between the Texas Department of Family and Protective Services, Region # 7 [including both the Child Protective Services (CPS) and Adult Protective Services (APS) divisions], hereafter DFPS, and the Family Violence Shelter Travis County Domestic Violence and Sexual Assault Survival Center (dba SafePlace), hereafter Shelter. The purpose of this agreement is to establish policies and procedures to facilitate cooperation between DFPS and the Shelter in the areas described below.

II. TERMS

The terms used in this document are defined in the attached glossary.

III. NONDISCRIMINATION

The Shelter and DFPS will not discriminate in the provision of services based on race, color, national origin, sex, sexual orientation, disability, age, political beliefs, or religion.

IV. ASSESSMENT

A. *The Shelter agrees to:*

1. Screen cases for child abuse or neglect during intake;
2. Screen cases for abuse, neglect or financial exploitation of an adult who is disabled or is age sixty-five or older during intake;
3. Observe physical or behavioral signs for evidence of abuse or neglect of children, disabled adults or adults sixty-five or older and for evidence of, or information regarding, financial exploitation of disabled adults or adults sixty-five or older; and
4. Document assessment information obtained pursuant to the rules and regulations of the Health and Human Services Commission.

B. *DFPS agrees to:*

1. Screen APS and CPS cases for the presence of domestic violence;
2. Observe physical or behavioral signs of domestic violence; and
3. Document domestic violence according to Section 40.0521(a) of the Human Resources Code, department rule, and policy.

V. REPORTING AND REFERRALS

Section 261.101 of the Texas Family Code requires persons to report suspected abuse or neglect of children. Section 48.051 of the Human Resources Code requires persons to report suspected abuse, neglect, or exploitation of elderly or disabled adults.

A. *The Shelter agrees* to assure that abuse, neglect, and exploitation are reported to the DFPS Hotline, 1-800-252-5400, in the following situations and in the following manner:

1. For child abuse or neglect,
 - a. If the parent or child indicates that abuse or neglect has occurred, Shelter staff will,
 - i) Encourage the parent to report the abuse or neglect to DFPS and ensure that this occurs; or
 - ii) Report the abuse or neglect to DFPS if the parent does not.
 - b. Shelter staff having cause to believe that a child is being, has been, or may be abused or neglected will report the following information, if known, to DFPS as required by Section 261.104 of the Family Code whether or not the parent admits abuse or neglect has occurred:
 - i) The name and address of the child;
 - ii) The name and address of the person responsible for the care, custody, or welfare of the child; and
 - iii) Any other pertinent information concerning the alleged or suspected abuse or neglect.
2. For adult abuse, neglect, or exploitation,
 - a. If a covered adult indicates that he or she has been abused, neglected, or exploited, Shelter staff will,
 - i) Encourage the adult to report the abuse, neglect, or exploitation to DFPS and ensure that this occurs; or
 - ii) Report the abuse, neglect, or exploitation to DFPS if the adult does not.
 - b. Shelter staff having cause to believe that an elderly or disabled person is being, has been, or may be abused, neglected, or exploited shall report the following information, if known, to DFPS as required by Section 48.051(d) of the Human Resources Code whether or not the covered adult admits that abuse, neglect, or exploitation has occurred:
 - i) The name, age, and address of the elderly or disabled person;
 - ii) The name and address of any person responsible for the elderly or disabled person's care;
 - iii) The nature and extent of the elderly or disabled person's condition;
 - iv) The basis of the reporter's knowledge; and
 - v) Any other relevant information.

- B. *DFPS agrees* to see that individuals whose safety may be jeopardized due to domestic violence receive accurate information regarding domestic violence. If CPS or APS clients indicate that they are experiencing domestic violence, then the caseworker will:
1. Inform the client about domestic violence services available in the community, including shelter and nonresidential services, as required by Section 40.0521(b), Human Resources Code;
 2. Create a safety plan with the adult victim that addresses the safety of both the adult victim and the child victim. The plan will include the basics of a standard domestic violence safety plan;
 3. Contact the liaison at the shelter if the client desires to access shelter services or if the caseworker has referred the client to the shelter; and
 4. If an ongoing DFPS case is opened, any plan of service for the child, adult victim of domestic violence, or the perpetrator of domestic violence should address issues relating to domestic violence.

VI. INVESTIGATIONS

When DFPS receives an allegation of abuse or neglect of a child or abuse, neglect, or exploitation of an adult who is disabled or is age sixty-five or older who may be residing at the Shelter, the following procedures are agreed to promote effective investigations within the limits of each agency's legal authority and responsibility.

A. *The Shelter agrees:*

1. To verify that the person requesting access to a parent, child, or covered adult is a CPS or APS caseworker;
2. After verification, to ensure that the liaison or designee at the shelter responds to the call immediately;
3. That the liaison will assist in arranging an interview with the parent and children or covered adult, if residing in the shelter;
4. To answer questions if the shelter staff person has information about allegations of abuse, neglect, or exploitation;
5. To share relevant records, if the client signs a waiver; and
6. To release records that directly relate to the suspected abuse, neglect, or exploitation as required by Section 261.303, Texas Family Code and Section 48.154, Human Resources Code, if the shelter made the report.

Note: DFPS Regions and local shelters may agree to add additional items as appropriate.

B. DFPS agrees to:

1. Contact the liaison or designee at the Shelter to request an interview with the client and/or children;
2. Expect Shelter staff to verify that the person requesting an interview is a CPS or APS caseworker;
3. Attempt to arrange through the Shelter liaison or designee an interview with the client and/or children at an agreed location; and
4. Interview any Shelter staff person who has first-hand knowledge of relevant information;

Note: DFPS regions and local shelters may agree to add additional items as appropriate, including, for example, agreed-upon procedures for handling unaccompanied children brought to the shelter by DFPS.

VII. CONFIDENTIALITY

Both DFPS and the Shelter have strict confidentiality laws and rules governing the release of information. Both DFPS and the Shelter, consistent with each of their laws and rules, agree to share information necessary to coordinate services and ensure safety. In addition:

A. The Shelter agrees to provide information relevant to a DFPS investigation or the delivery of services:

1. If the parent or covered adult has signed a release; or
2. If the Shelter staff reported the abuse, neglect, or exploitation.

B. DFPS agrees to:

1. De-identify any information in the DFPS record that reveals or tends to reveal the location of the Shelter or the client and/or children when they are or have been residing at a Shelter;
2. Only release information as provided by statute and DFPS administrative rules, which include the following:
 - a. Information is not released until an investigation is closed; and
 - b. Information is not released until the record is de-identified as required by statute and DFPS administrative rules, or as ordered by a court. (See Texas Family Code, §261.201, Confidentiality and Disclosure of Information; Title 40, Texas Administrative Code, Subchapter B, Confidentiality and Release of Records; and Human Resources Code, §48.101, Confidentiality and Disclosure of Information; Agency Exchange of Information.)

Note: DFPS administrative rules already give DFPS the authority to withhold information when the release of the information would endanger the life or safety of any individual.

VIII. LIAISONS

- A. *The Shelter agrees* to appoint an individual to serve as the shelter liaison with DFPS to:
1. Notify the designated DFPS liaison when special factors in the client's (or children's) situation makes the normal DFPS response time to reports of abuse, neglect, or exploitation insufficient to adequately protect the victims;
 2. Assist DFPS with the development of a domestic violence safety plan and the DFPS plans of service for adult victims of domestic violence and, when possible, perpetrators of domestic violence;
 3. Assist in resolving conflicts as described below; and
 4. Serve as the point of contact to address any general concerns between the Shelter and DFPS.
- B. *DFPS agrees* to appoint a CPS liaison and an APS liaison with the Shelter to:
1. Facilitate an appropriate response time to reports of abuse, neglect, or exploitation in special cases;
 2. Coordinate with the shelter liaison and the CPS or APS caseworker in the development of a domestic violence safety plan and the DFPS plan of service for adult victims of domestic violence and, when possible, perpetrators of domestic violence;
 3. Assist in resolving conflicts as described below; and
 4. Serve as the point of contact to address any general concerns between the Shelter and DFPS.
- C. The Shelter and DFPS agree to notify each other promptly and in writing if the name or contact information for the Shelter, CPS or APS liaison changes or is replaced.

IX. RESOLUTION OF CONFLICTS BETWEEN DFPS AND THE SHELTER

- A. *The Shelter agrees:*
1. If a conflict between the Shelter staff and DFPS occurs, the Shelter staff person will first attempt to resolve the conflict with the APS or CPS caseworker.
 2. If the matter remains unresolved, the Shelter staff person will contact the designated Shelter liaison and inform his or her supervisor. The designated Shelter liaison will then contact the designated DFPS liaison to work toward resolution.
- B. *DFPS agrees:*
1. If a conflict between DFPS and the Shelter staff occurs, the APS or CPS caseworker will first attempt to resolve the conflict with the shelter staff.
 2. If the matter remains unresolved, the APS or CPS caseworker will contact the designated DFPS liaison and inform his or her supervisor. The designated DFPS liaison will then contact the designated Shelter liaison to work toward resolution.

X. INTERAGENCY TRAINING

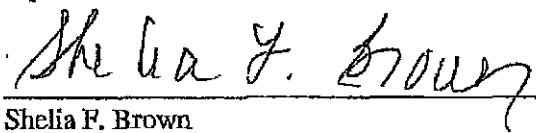
The Shelter and DFPS both agree that:

- A. Training concerning each agencies' programs is necessary for smooth cooperation between the Shelter and DFPS; and
- B. Each agency will participate in interagency training on a regular basis.

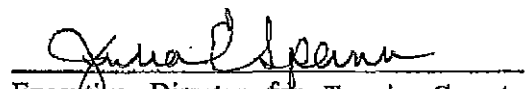
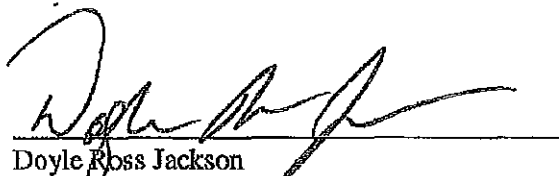
XI. REVIEW OF MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding will be reviewed annually and amended in writing upon mutual agreement. Either party may terminate this Memorandum of Understanding upon thirty days' notice. This Memorandum of Understanding remains in effect until termination.

This Memorandum of Understanding is executed by the undersigned persons in their official capacities as stated below, to be effective the 1st day of January, 2012.



Shelia F. Brown
DFPS/CPS Regional Director for Region 7


Executive Director for Travis County
Domestic Violence and Sexual Assault
Survival Center (dba SafePlace)

Doyle Ross Jackson
DFPS/APS Regional Director for Region 7

GLOSSARY

Terms used in the MEMORANDUM OF UNDERSTANDING have the following meanings:

Adult abuse, neglect, or exploitation – The abuse, neglect, or exploitation of an elderly or disabled adult as defined in Section 48.002 of the Human Resources Code.

APS – The Adult Protective Services division of the Texas Department of Family and Protective Services charged with investigations of adult abuse, neglect, or exploitation.

Child – A person under the age of 18 who is not and never has been married or emancipated by a court.

Child abuse or neglect – The abuse or neglect of a child as defined in Section 261.001 of the Family Code.

Covered adult – An elderly person (age 65 or older) or disabled person, who is not a child, as defined in Section 48.002 of the Human Resources Code

CPS – The Child Protective Services division of the Texas Department of Family and Protective Services charged with investigations of child abuse or neglect.

Dating Violence – As defined in the Section 71.0021 of the Family Code, which states “An act by an individual that is against another individual with whom that person has or has had a dating relationship and that is intended to result in physical harm, bodily injury, assault, or sexual assault or that is a threat that reasonably places the individual in fear of imminent physical harm, bodily injury, assault or sexual assault, but does not include defensive measures to protect oneself.”

Domestic violence – See definition below for “family violence.” For the purposes of this MOU, “domestic violence” and “family violence” are the same.

Domestic violence safety plan – A verbal or written plan that identifies ways to promote the safety of domestic violence victims including preparation needed to separate from the batterer, identification of community resources and how to stay safe from future incidents of violence (whether prior to or after separation from the batterer).

Family violence – As defined by Section 71.004 of the Family Code, which states: Family Violence means:

- (1) an act by a member of a family or household against another member of the family or household that is intended to result in physical harm, bodily injury, assault, or sexual assault or that is a threat that reasonably places the member in fear of imminent physical harm, bodily injury, assault, or sexual assault, but does not include defensive measures to protect oneself.
- (2) abuse, as that term is defined by Sections 261.001(1)(C), (E) and (G), by a member of a family or household toward a child of the family or household; or
- (3) dating violence, as that term is defined by Section 71.0021.

Wendie → Cathy → file



TEXAS HEALTH AND HUMAN SERVICES COMMISSION

THOMAS SUBHS
EXECUTIVE COMMISSIONER

April 30, 2012

Julia Spann, Executive Director
SafePlace Inc.
P O Box 19454
Austin, TX 78760

Re: HHSC Family Violence Contract #529-08-0013-00041F

Dear Ms. Spann:

Thank you for your response to the HHSC FY2012 monitoring report. Your responses to the findings for your contract have been reviewed and accepted. This completes the FY2012 monitoring. Please feel free to contact me at 512-206-5040 if you have questions or need additional information.

Sincerely,

A handwritten signature in dark ink, appearing to read "Judy Forbes". The signature is stylized with a large, sweeping loop at the beginning.

Judy Forbes, CTCM
Contract Manager
Community Access and Services, Family Violence Program

cc: Karen Bartoletti, Board President



Travis County Health and Human Services & Veterans Service

P.O. Box 1748, Austin, Texas 78767
(512) 854-4100 Fax (512) 279-2197

August 7, 2012

(Handwritten signature)

Karen Bartoletti, Board President
Travis County Domestic Violence and Sexual Assault Survival Center, dba SafePlace
1515 A Grove Blvd.
Austin, Texas 78741
kbartoletti@gdhm.com

RE: Travis County Contract # PS090097RE 2012 Compliance Desk Review

Dear Ms. Bartoletti,

This letter is to inform you that I have completed the 2012 compliance desk review of the above referenced Travis County contract. The monitoring review included an administrative and finance review for the years 2011-2012.

I'm happy to tell you, the review identified no concerns, recommendations, or findings.

I commend you for the work provided to the community by SafePlace.

Sincerely,

LaDonna Brazell

LaDonna Brazell
Contract Compliance Specialist
HHS Finance Division
512/854-7875
ladonna.brazell@travis.co.tc.us

cc: Julia Spann
Jane Prince-McLean
Sherri Fleming
Kathleen Haas
San Juana Gonzales



City of Austin Health and Human Services Department

P.O. Box 1088
Austin, Texas 78767

Julia Spann
Executive Director
SafePlace
1515 A Grove Boulevard
Austin, Texas 78741

October 23, 2013

Re: Agency Site Visit – Administrative and Fiscal Review

Dear Ms. Spann:

On October 3, 2013, an annual site visit was conducted at SafePlace, 1515 A Grove Boulevard, Austin, Texas 78741. Julia Spann, Executive Director, Wendy Abramson, Chief Program Officer, and Peggy Holub, Grants and Financial Manager represented SafePlace during the visit. Community Based Resources (CBR) staff, Natasha Ponczek Shoemake, Homeless Services Coordinator and Leslie Boyd, Grants Coordinator conducted the site visit.

SafePlace made the following documents available for CBR review:

- June 2013 pay request backup documentation including invoices and timesheets
- Five employee files
- Ten client files with five from shelter and five from counseling
- Monitoring letters from other entities

I. AGENCY OVERVIEW

- SafePlace works to address and prevent domestic and sexual violence in the City of Austin/Travis County. The agency provides a broad range of supportive services to victims of violence including shelter, case management and other services.
- SafePlace's vision and mission: A community free of rape, sexual abuse and domestic violence. SafePlace exists to end sexual and domestic violence through safety, healing, prevention and social change.
- SafePlace has the following programs: Kelly White Family Shelter, George M. Kozmetsky Charter School, Stockton-Hicks Family Tree Child Development Center, 24-hour Hotline, Hospital Accompaniment for Rape Survivors/Legal Advocacy, Counseling Services, Supportive Housing Program (SHP), Expect Respect program, Community Education and Training and Resource Advocacy.
- SafePlace's child care center is licensed by the Texas Department of Family and Protective Services. The child care center also has the highest status under the Texas Rising Star system, a quality rating system of Workforce Solutions – Capital Area Workforce Board that includes standards shown to promote optimal child development and school readiness. SafePlace also has Food Manager Certifications from the Austin/Travis County Health and Human Services Department.
- In 2012 SafePlace created a new alliance with Austin Children's Shelter, creating a new 501(c)3 entity called LIFT. This new non-profit has a blended board of directors with each organization's Executive Director serving as co-CEOs. There is a blended structure using some key staff from each organization to implement the operation. Each agency has kept the client services, fundraising and some administrative staff, complete with separate licensing that is required for each organization. Although all staff will be employees of LIFT, with the same health and benefits.

- Programmatically, there is some blending such as the Austin Children's Shelter children are attending the charter school at SafePlace.

II. FINANCIAL

- SafePlace Staff provided City Staff full backup for June expenses submitted in the City pay request including expanded general ledger, time sheets and invoices and receipts. City staff sampled expenses and found no discrepancies.
- Peggy Holub explained to City staff June expenses and SafePlace's cost allocation method.
- Expenditures to date are on target for total expenditure of fiscal year budget by year end.

III. ADMINISTRATION

- SafePlace Staff provided City Staff with five staff files for review. City Staff reviewed using the *Personnel File Checklist* and found no discrepancies.
- SafePlace provided staff a copy of monitoring letters from Office of Attorney General and Texas Council on Developmental Disabilities. Any issue in these monitoring letters have been addressed and resolved.

IV. PERFORMANCE

- In the fourth quarter of FY13, SafePlace has achieved 105% (**544 clients**) of its annual Output goal of 516 unduplicated clients served. SafePlace is on target with performance.
- SafePlace is on target for the Outcome measure: *Percentage of case-managed households that transition from homelessness into housing* is **81%** (annual goal is 85%)
- City staff reviewed eight client files with three from shelter and five from counseling programs. No discrepancies were found and there was adequate documentation of staff interaction and case management and counseling services.
- SafePlace is exempt from the identity and income requirements from the City of Austin Client Eligibility Requirements. Other federal funders actually prohibit the agency staff from collecting and having on file any identifying information so none was found in the files.
- Clients may arrive at SafePlace escorted by police actively fleeing an abuser. Some clients may have had abuse or sexual assault in their past. SafePlace prioritizes clients who have an active abuser since they are well-equipped to address safety concerns.
- Shelter client files included the following:
 - Hotline call log
 - Admission request
 - Consent to Release Information and Confidentiality form
 - Hotline services agreement
 - Adult regular intake forms
 - Medical intake
 - Rights and responsibilities
 - Needs assessment including basic needs, survivor needs
 - Individual service plan and individual goals
 - Advocacy log
- Counseling client files included the following:
 - Consent to Release Information
 - Progress Notes
 - Individual service plan and individual goals
 - Correspondence

V. OBSERVATIONS

There are no findings or required actions. If you have any questions or comments regarding this report, please feel free to contact Natasha Ponczek Shoemake at 972-5027. We greatly appreciate your time and participation in this process.

Sincerely,

A handwritten signature in black ink, reading "Natasha Ponczek Shoemake". The signature is fluid and cursive, with the first name "Natasha" being the most prominent.

Natasha Ponczek Shoemake
HHSD Homeless Services Coordinator
City of Austin HHSD, Community Based Resources Unit

Cc

Robert Kingham, Community Based Resources Unit Manager, City of Austin HHSD
Stephanie Hayden, Assistant Director of Community Services, City of Austin HHSD



City of Austin Health and Human Services Department

**P.O. Box 1088
Austin, Texas 78767**

Julia Spann
Executive Director
SafePlace
1515 A Grove Boulevard
Austin, Texas 78741

January 7, 2013

Re: Agency Site Visit – Administrative and Fiscal Review

Dear Ms. Spann:

On October 17, 2012, a site visit was conducted at SafePlace, 1515 A Grove Boulevard, Austin, Texas 78741. Julia Spann, Executive Director, Wendy Abramson, Chief Program Officer, and Cathy Easley, Grants and Financial Manager represented SafePlace during the visit. Community Based Resources (CBR) staff, Natasha Ponczek, Homeless Services Coordinator and Vella Karman, Grants Coordinator conducted the site visit. The primary purpose was to review Administrative Financial Review (AFR) documentation submitted in May 2012.

SafePlace made the following documents available for CBR review:

- Most recent fiscal year end budget to actuals
- Current fiscal year's budget
- Minutes from the last three Board meetings
- Organizational chart
- Financial Policies
- Monitoring letters from other entities
- SafePlace Program Dashboard January – August 2012

I. AGENCY OVERVIEW

- SafePlace works to address and prevent domestic and sexual violence in the City of Austin/Travis County. The agency provides a broad range of supportive services to victims of violence including shelter, case management and other services.
- SafePlace's vision and mission: A community free of rape, sexual abuse and domestic violence. SafePlace exists to end sexual and domestic violence through safety, healing, prevention and social change.
- In 2011, SAFEPLACE served over 5479 clients.
- SafePlace has the following programs: Kelly White Family Shelter, George M. Kozmetsky Charter School, Stockton-Hicks Family Tree Child Development Center, 24-hour Hotline, Hospital Accompaniment for Rape Survivors/Legal Advocacy, Counseling Services, Supportive Housing Program (SHP), Expect Respect program, Community Education and Training and Resource Advocacy.

- SafePlace's child care center is licensed by the Texas Department of Family and Protective Services. The child care center also has the highest status under the Texas Rising Star system, a quality rating system of Workforce Solutions – Capital Area Workforce Board that includes standards shown to promote optimal child development and school readiness. SafePlace also has Food Manager Certifications from the Austin/Travis County Health and Human Services Department.
- This past year SafePlace created a new alliance with Austin Children's Shelter, creating a new 501(c)3 entity called LIFT. This new non-profit will have a blended board of directors with each organization's Executive Director serving as co-CEOs. There will be a blended structure using some key staff from each organization to implement the operation. Each agency will keep the client services, fundraising and some administrative staff, complete with separate licensing that is required for each organization. Although all staff will be employees of LIFT, with the same health and benefits.
- Programmatically, there is some blending such as the Austin Children's Shelter children are starting to attend the charter school at SafePlace, as of August 2012.
- To create this new organization both agencies created a joint committee, received pro bono legal assistance to iron out the structure of the organization and the new bylaws.

II. BOARD OF DIRECTORS

a. Structure

- SafePlace is governed by a Board of Directors. The Board is divided into committees that are responsible for: setting and ensuring the mission, vision and strategic plan of the agency; developing and approving policy; and ensuring financial and program oversight.
- Standing Committees of the Board include Executive; Finance, Audit & Monitoring; Governance; and Strategy & Alliances. Time-limited ad hoc committees may also be convened to respond to specific tasks. The Board meets every other month, with the Executive Committee meeting in the months in which the Board does not meet. Committees meet as frequently as monthly or on an as-needed basis.
- All Board members are required to actively participate in at least one committee. SafePlace's Board members represent broad diversity, expertise and professional skills. Members of the Board serve as agency ambassadors, advisors, experts and volunteers.

b. Fundraising and Financial Oversight

- SafePlace has an established Foundation, the trustees of which are responsible for building long-term financial support and developing community understanding of the services. This includes involvement in the planning and execution of fundraising events, the hosting of stewardship events, and cultivation and recruitment of major individual, foundation and corporate donors. Members of the governing SafePlace Board of Directors have worked with and assisted Foundation trustees in their various activities.

c. Program Performance

- The Board receives program updates monthly and receives staff presentations connecting the agency mission to the program activities.

III. FINANCIAL

- SAFEPLACE received an unqualified opinion on the audit for the year ending December 2011.
- SAFEPLACE's most recent 990 was provided to CBR staff.
- The new Lift organization is beginning in November 2012, with formal start most likely in January 2012. Lift's Finance Committee will have chairs from both agencies.

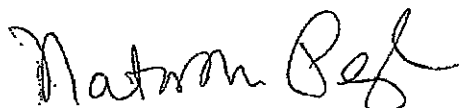
IV. ADMINISTRATION

- There were 863 volunteers in 2011, assigned to all appropriate program components. Among the duties performed by direct service volunteers are: accompaniment and support for rape survivors at the hospital; accompaniment and support to victims in courtrooms; presentations to the community on domestic/sexual violence topics; and assisting residents and staff of the Family Shelter. Also, master's-level interns from local universities provide counseling to abuse survivors.
- Volunteers must complete 40 hours of specialized training provided by SafePlace, complete an application and undergo screening, a criminal background check and a references check.
- SafePlace is involved in multiple community collaborations that involve shared decision-making and resources. The list of formal collaborative agreements is long and diverse and includes the Basic Needs Coalition, Best Single Source (BSS) Plus project, Passages Program, Family Violence Protection Team, Sexual Assault Response and Resources Team, Child Protective Services (CPS).

V. OBSERVATIONS

There are no findings or required actions. If you have any questions or comments regarding this report, please feel free to contact Natasha Ponczek at 972-5027. We greatly appreciate your time and participation in this process.

Sincerely,



Natasha Ponczek
HHSD Homeless Services Coordinator
City of Austin HHSD, Community Based Resources Unit

Cc

Stephanie Hayden, Assistant Director of Community Services, City of Austin Health and Human Services Department



STATE OF TEXAS
OFFICE OF THE GOVERNOR
COMPLIANCE AND OVERSIGHT DIVISION

RICK PERRY
GOVERNOR

October 22, 2012

Ms. Julia Spann, Executive Director
Travis County Domestic Violence/Sexual Assault Survival Center
P.O. Box 19454
Austin, Texas 78760

Re: Family Shelter for Domestic Violence Victims, Grant Number VA-11-V30-14003-13

Dear Ms. Spann:

Please find enclosed a Final Report on the Compliance and Oversight Division's (COD) desk monitoring review of the grant referenced above. Your management responses and approved corrective action plans are included in the report.

A final determination has been made on the following finding:

- Inaccurate activity reports – **Resolved**
- Unallowable match funds – **Resolved**

I would like to thank you for your time and cooperation. Please feel free to contact me at (512) 463-2000 if you have any questions.

Sincerely,

A handwritten signature in cursive script, reading "Wei Wang".

Wei Wang, CPA, CISA, CIA
Compliance and Oversight Division Director

cc: Ms. Kitt Krejci, Senior Director of Finance, Travis County Domestic Violence/Sexual Assault Survival Center
Ms. Wendie Abramson, Chief Program Officer, Travis County Domestic Violence/Sexual Assault Survival Center
Mr. Christopher Burnett, Executive Director, Office of the Governor, Criminal Justice Division

Ms. Aimee Snoddy, Deputy Director, Office of the Governor, Criminal Justice Division

Mr. Jeff Grymkoski, Quality Control Manager, Office of the Governor, Compliance & Oversight Division

Ms. Angie Martin, Quality Assurance Manager, Office of the Governor, Criminal Justice Division

DESK MONITORING REVIEW

FINAL REPORT

OCTOBER 22, 2012

Grantee: Travis Co. Dom Violence/Sexual Assault Survival Center
P. O. Box 19454
Austin, TX 78760-9454

Project Title: Family Shelter for Domestic Violence Victims

Grant Number: VA-11-V30-14005-13

Award Amount: \$99,000.00

Grant Period: September 1, 2011 - August 31, 2012

Period Reviewed: September 1, 2011 - April 30, 2012

Date of Review: June 13, 2012

Disallowed Costs: \$0.00

Disallowed Match: \$0.00

COD Auditor: Brenda W. Foster

Purpose & Authority: The Compliance and Oversight Division of the Governor's Office is required by federal and state regulations to periodically conduct monitoring reviews of grantees. The grantee is the entity legally and financially responsible for the grant. A grantee may not delegate its legal or financial responsibility and must ensure that the project operates efficiently, effectively and in accordance with all applicable statutes, rules, regulations and guidelines.

The grant referenced above was reviewed for compliance with grant financial and administrative activities as required by federal, state and Office of the Governor regulations. The review included, on a test basis, analyses, compliance tests and a review of:

1. The adequacy of the accounting system, project files, equipment and property management, administration and internal controls;
2. The relationships of actual expenditures and match requirements compared to the approved budget;
3. The accuracy of financial information; tests for necessity, reasonableness, and authorization of costs for the efficient administration of the grant;
4. The extent to which the desired results or benefits established by the grant programs are being achieved; and
5. Whether or not the organization has complied with laws and regulations applicable to the programs.

Our procedures were less in scope than an audit. With respect to the items tested, our findings are listed below.

Travis Co. Dom Violence/Sexual Assault Survival Center

Family Shelter for Domestic Violence Victims

SUMMARY OF FINDINGS			
FINDING NO.	FINDING SUBJECT	DISALLOWED	
		COSTS	MATCH
1 (pg. 5)	Insufficient activity reports	\$0.00	\$0.00
2 (pg. 6)	Inaccurate source of match funds	\$0.00	\$0.00
TOTAL		\$0.00	\$0.00

Travis Co. Dom Violence/Sexual Assault Survival Center

Family Shelter for Domestic Violence Victims

FINDING ONE

Requirement:

4. Where employees work on multiple activities or cost objectives, a distribution of their salaries or wages will be supported by personnel activity reports or equivalent documentation which meets the standards in subsection (5) unless a statistical sampling system (see subsection (6)) or other substitute system has been approved by the cognizant Federal agency or state awarding agency. Such documentary support will be required where employees work on:

- (a) More than one Federal or state award,
- (b) A Federal award and a non-Federal award, including a state award,
- (c) An indirect cost activity and a direct cost activity,
- (d) Two or more indirect activities which are allocated using different allocation bases, or
- (e) An unallowable activity and a direct or indirect cost activity.

Uniform Grant Management Standard II B 11 h (4)

5. (a) They must reflect an after-the-fact distribution of the actual activity of each employee,
(b) They must account for the total activity for which each employee is compensated,
(c) They must be prepared at least monthly and must coincide with one or more pay periods, and
(d) They must be signed by the employee and the supervisory official having first hand knowledge of the work performed by the employee. The employee's signature is not required in the event the employee cannot be reached due to termination of employment, lack of forwarding address, death or other documented reason.

Uniform Grant Management Standard II B 11 h (5)

Finding and Recommendation:

For the period of February 1, 2012 to April 30, 2012, the grantee submitted two inaccurate activity reports. We received and reviewed fourteen activity reports submitted by the Travis County Domestic Violence/Sexual Assault Survival Center. Of the fourteen activity reports reviewed, one report contained inaccurate work hours (Mary Laake's - March 14, 2011 report) and another showed an inaccurate budget percentage (Josie Slawik's - February 2012 report). The grantee stated that the inaccuracies were due to employee error. In response to our questions, the grantee submitted corrected activity reports and expenditure documentation to prove salary expenses did not exceed budgeted percentages. **This finding is resolved.**

Management Response and Corrective Action:

We appreciate you bringing this issue to our attention. We have discussed with our staff the importance of ensuring accuracy of their timesheets and activity logs prior to submission.

Travis Co. Dom Violence/Sexual Assault Survival Center

Family Shelter for Domestic Violence Victims

FINDING TWO – (Continued)

Final Determination:

This finding was resolved during the review process when the grantee submitted revised activity reports that accurately reflect work on the grant. No further action required.

Travis Co. Dom Violence/Sexual Assault Survival Center

Family Shelter for Domestic Violence Victims

FINDING THREE

Requirement:

The financial management systems of other grantees and subgrantees must meet the following standards:

- (1) Financial reporting. Accurate, current, and complete disclosure of the financial results of financially assisted activities must be made in accordance with the financial reporting requirements of the grant or subgrant.
- (2) Accounting records. Grantees and subgrantees must maintain records which adequately identify the source and application of funds provided for financially-assisted activities. These records must contain information pertaining to grant or subgrant awards and authorizations, obligations, unobligated balances, assets, liabilities, outlays or expenditures, and income.

Uniform Grant Management Standards III, Subpart C 20 b (1 - 2) (b)

Finding:

The grant budget shows the wrong source of match funds on the Volunteer Services Manager #2 position. According to the grant budget, the personnel expenses for the Volunteer Services Manager #2 position used State funds from a Texas Health and Human Services Commission (THHSC) grant as match. State grant funds used to match another state grant are not permitted. The grantee stated that the match funds for this position are not provided by the THHSC grant, but are funded with Unrestricted General funds and has been since the beginning of the grant. The grantee provided documentation to supporting this statement.

Recommendation:

The grantee should:

- Submit and receive approval, from your CJD grant manager, for a budget adjustment to remove the THHSC as the source of cash match funds for the Volunteer Services Manager #2 position and replace it with unrestricted general funds.

Management Response and Corrective Action:

The budget adjustment correcting the source of match funds referenced above has been submitted and approved through eGrants. Attached you will find supporting documentation for this budget adjustment which was implemented on October 8, 2012 by SafePlace's Grant Financial Manager.

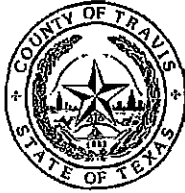
Travis Co. Dom Violence/Sexual Assault Survival Center

Family Shelter for Domestic Violence Victims

FINDING TWO – (Continued)

Final Determination:

The grantee made a budget adjustment that corrected the source of match funds for the Volunteer Services Manager #2 in eGrants. This finding is resolved.



Travis County Health and Human Services & Veterans Service

P.O. Box 1748, Austin, Texas 78767
(512) 854-4100 Fax (512) 854-4115

August 15, 2013

Cindy Brouillette, Board Chair
Travis County Domestic Violence and Sexual Assault Survival Center
dba SafePlace
1515 A Grove Boulevard
Austin, Texas 78741
Via email: cadb54@gmail.com

Re: 2013 Travis County Monitoring Visit, Contract #PS090097RE

Dear Ms. Brouillette:

We conducted a monitoring visit of the contract referenced above on July 18th, 2013. The visit included administrative, financial and program performance reviews of the Domestic Violence and Sexual Assault Services Program.

We are pleased to inform you that no issues or concerns were identified during these reviews.

We commend you for the work provided to the community by SafePlace. Feel free to contact LaDonna if you have questions. Please extend our thanks to your staff for facilitating our monitoring visit.

Sincerely,

LaDonna Brazell
Contract Compliance Specialist
HHS Finance Division
512/854-7875
ladonna.brazell@travis.co.tx.us

San Juana Gonzales
Contract Compliance Specialist
HHS Finance Division
512/854-4122
SanJuana.Gonzales@travis.co.tx.us

Cc: Julia Spann, Executive Director, SafePlace
Sherril Fleming, HHS/VS County Executive, Travis County
Kathleen Hass, HHS/VS Finance Manager
Jane Prince-Maclean, HHS/VS Program Lead



ATTORNEY GENERAL OF TEXAS
GREG ABBOTT

September 17, 2013

Ms. Julia Spann, Executive Director
Travis County Domestic Violence and Sexual Assault Survival Center, Inc.
P.O. Box 19454
Austin, TX 78760

Re: Contract Monitoring On-site Review
Scope of Review; September 1, 2012 to August 31, 2013
Review Date: April 10-11, 2013

OAG Grant Contract: OVAG #1335975, SAPCS-State #1334127 and SAPCS-Federal #1339175

Dear Ms. Spann:

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The Grants Administration Division (GAD) has completed the On-site review. There were no administrative, expenditure, or programmatic findings identified. No further action is required.

GAD appreciates the professionalism, promptness, and cooperation of Travis County Domestic Violence and Sexual Assault Survival Center, Inc. during this on-site monitoring review of your organization's administrative and financial process.

This on-site monitoring review is now considered closed. For questions and comments regarding this Monitoring Report, please contact Robert Deerman at Robert.Deerman@texasattorneygeneral.gov or by phone at 512-936-2913.

Sincerely,

Robert W. Deerman
Grants Monitor
Grants Administration Division

Cc: Ms. Wendy Abramson, Chief Program Officer
Ms. Cathy Reddell-Easley, Grants Financial Manager



ATTORNEY GENERAL OF TEXAS
GREG ABBOTT

GAD MONITORING REPORT

Grantee/Contractor: Travis County Domestic Violence and Sexual Assault Survival Center, Inc.
Address: P.O. Box 19454
Austin, TX 78760

Contact Person: Ms. Julia Spann, Executive Director
Grant Monitor: Robert Deerman
Date of Monitoring: April 10-11, 2013
Date of Monitoring Report: September 16, 2013

Grant/Contract #s:	Funding Source:	Award Amounts:
1335975	OVAG	\$42,000
1334127	SAPCS State	\$108,998
1339175	SAPCS Federal	\$55,898

Legend for Abbreviations:

- GAD – Grants Administration Division
- IRS – Internal Revenue Service
- OAG – Office of the Attorney General
- OMB – Office of Management and Budget
- SAPCS – Sexual Assault Prevention and Crisis Services
- OVAG – Other Victims Assistance Grant
- UGMS – Uniform Grants Management Standards

EXECUTIVE SUMMARY

The Grants Administration Division monitor conducted an on-site monitoring review of Travis County Domestic Violence and Sexual Assault Survival Center, Inc. on April 10-11, 2013 for contract #'s 1335975, 1334127, and 1339175. At the conclusion of the monitoring visit, the GAD staff monitor conducted an exit conference with Julia Spann, Executive Director, Wendy Abramson, Chief Program Officer, and Cathy R. Easley, Grants Financial Manager. During the exit conference, the GAD monitor informed Travis County Domestic Violence and Sexual Assault Survival Center, Inc. that there were no findings.

OBJECTIVES, AUTHORITY, AND SCOPE

It is Grants Administration Division's intent to provide our grantees with excellent customer service by implementing an effective monitoring program that recognizes and identifies areas of improvement within grant funded programs, and provide solutions and recommendations to those areas to ensure the success of all grant funded programs.

The objectives are to provide assistance to sub-recipients in maintaining compliance with OAG grant contract requirements. OMB Circular A-133 and UGMS require pass-through agencies (i.e., OAG), to monitor the activities of sub-recipients as necessary to ensure that Federal/State awards are used for authorized purposes in compliance with laws, regulations, and the provisions of contracts or grant agreements.

The scope of the monitoring review is September 1, 2012 to August 31, 2013. The test period of the administrative section of the monitoring review was for September 1, 2012 to November 30, 2012. The test period for expenditures and programmatic requirements was November 2012.

BACKGROUND

Travis County Domestic Violence and Sexual Assault Survival Center, Inc. is classified as a nonprofit organization by the Internal Revenue Service (IRS), and has a 501 (c) 3 designation. Travis County Domestic Violence and Sexual Assault Survival Center, Inc. exists to end sexual and domestic violence through safety, healing, prevention and social change.

ADMINISTRATIVE REVIEW

1. Quarterly Statistical (Performance) Reports

OAG grant contracts require compliance with the following:

GRANTEE shall forward to the OAG quarterly statistical reports no later than the 30th day of each month following the end of the quarter. The four quarters end on the last day of the month of November, February, May and August.

1.1 Result

Submission of reports conformed to OAG grant contract requirements.

1.2 Finding

None

1.3 Corrective Action

None

1.4 Grantee Response

No Response Needed

2. Audit Standards

OAG grant contracts require compliance with federal and state audit standards for the following:

- (a) Grantee will contract an independent CPA firm to perform an annual financial audit engagement.
- (b) The OAG requires a grantee/contractor to conduct or undergo an annual audit of a grant/contract, including sub-grants/contracts, based on federal and state audit requirements.
- (c) Grantee must submit to the OAG one copy of all audit reports for the lesser of within 30 calendar days of completion of audit reports or nine

(9) months after the grantee's fiscal year end.

2.1 Result

Submission of the audit report conformed to OAG grant contract requirements.

2.2 Finding

None

2.3 Corrective Action

None

2.4 Grantee Response

No Response Needed

3. Submission of Request for Reimbursement to the OAG

OAG grant contracts require compliance with the following:

GRANTEE is responsible for submitting bills in an accurate and timely manner, and shall make every reasonable effort to submit monthly billings to the OAG, which cover the previous month's expenses, so that they are received by the OAG on or before the twentieth (20th) day of each month, or if the 20th falls on a weekend or holiday, the next business day.

3.1 Result

Submission of invoices conformed to OAG grant contract requirements.

3.2 Finding

None

3.3 Corrective Action

None

3.4 Grantee Response

No Response Needed

4. Personnel Requirements

OAG grant contracts require compliance with federal and state cost principles for the following personnel timekeeping criteria:

An "after the fact" accounting of employee time for proper support of salaries and fringe benefits charged to federal grants. For employees assigned to multiple funding sources, this requires documentation in the time keeping records that the actual hours devoted to each activity funded by the OAG. Failing to maintain adequate documentation of actual hours charged to the OAG funds could result in the questioning of these costs.

GAD also reviewed personnel files for I-9 forms and job descriptions based on the following criteria:

Grantee agrees to comply with all applicable federal and state laws, rules and regulations, directives, guidelines, OMB circulars, or any other authorities relevant to the performance of the Grantee under the OAG grant contract.

4.1 Result

Personnel Requirements conformed to OAG grant contract requirements.

4.2 Finding

None

4.3 Corrective Action

None

4.4 Grantee Response

No Response Needed

5. Records Retention

OAG grant contracts require compliance with the following:

Grantee shall maintain and retain for a period of four (4) years after the submission of the final expenditure report, or until full and final resolution of all audit or litigation matters which arise after the expiration of the four (4) year period after the submission of the final expenditure report, whichever time period is longer, such records as are necessary to fully disclose the extent of services provided under this contract, including but not limited to any daily activity reports and time distribution and attendance records, and other records that may show the basis of the charges made or performances delivered.

5.1 Result

Records retention conformed to OAG grant contract requirements.

5.2 Finding

None

5.3 Corrective Action

None

5.4 Grantee Response

No Response Needed

EXPENDITURE REVIEW

The GAD Monitor reviewed expenditure documents such as timesheets, supporting payroll documents, financial records, and invoices to determine if costs were reasonable, necessary, and allowable for the period reviewed.

1. Personal Cost Compensation

OAG grant contracts require compliance with federal and state cost principles for the following personal cost compensation criteria:

Compensation for personal services includes all compensation paid currently or accrued by the organization for services of employees rendered during the period of the award. It includes, but is not limited to, salaries, wages, director's and executive committee member's fees, incentive awards, fringe benefits, pension plan costs, allowance for off-site pay, incentive pay, location allowances, hardship pay, and cost of living differentials.

1.1 Result

Testing of personnel costs conformed to OAG grant contract requirements.

1.2 Finding

None

1.3 Corrective Action

None

1.4 Grantee Response

No Response Needed

2. Fringe

OAG grant contracts require compliance with federal and state cost principles for the following personnel fringe benefits cost criteria:

Compensation for personal services includes all compensation paid currently or accrued by the organization for services of employees rendered during the period of the award. It includes, but is not limited to, salaries, wages, director's and executive committee member's fees, incentive awards, fringe benefits, pension plan costs, allowance for off-site pay, incentive pay, location allowances, hardship pay, and cost of living differentials.

2.1 Result

Testing of fringe costs conformed to OAG grant contract requirements.

2.2 Finding

None

2.3 Corrective Action

None

2.4 Grantee Response

No Response Needed

3. Professional/Consultant Costs

N/A – Grantee was not awarded funds for this category.

4. Travel Costs

N/A – Grantee was not awarded funds for this category.

5. Equipment Costs

N/A – Grantee was not awarded funds for this category.

6. Supply Costs

N/A – Grantee was not awarded funds for this category.

7. Other Costs

N/A – Grantee was not awarded funds for this category.

PROGRAMMATIC REVIEW

1. Program Activity and Maintenance of Records

OAG grant contracts require compliance with the following:

- GRANTEE will comply with the terms and conditions as set forth and required in the Grant Application Kit ("Application Kit") if not supplemented, amended or adjusted by the OAG, as acknowledged by GRANTEE.
- GRANTEE shall maintain adequate records to support its charges, procedures, and performances to the OAG for all work related to this contract.

1.1 Result

Review of program activity and supporting documentation conformed to OAG grant contract requirements.

During the on-site monitoring review, three (3) staff members charged to the OAG grant were interviewed. Interviews are considered to be analytical review and are a part of the monitoring function. Five (5) client files were also examined during this on-site monitoring engagement. As a result of the interview, testing of timesheets, examination of performance reports and client files, the GAD staff monitor identified the following services were performed during the test month:

- Information and Referral
- Law Enforcement Accompaniment
- Medical Accompaniment
- Crisis Intervention
- Individual Counseling
- Follow-up with Victim

1.2 Finding

None

1.3 Corrective Action

None

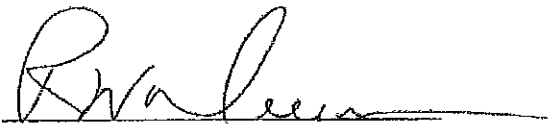
1.4 Grantee Response

No Response Needed

CONCLUSION

At the conclusion of the monitoring visit, the GAD staff monitor conducted an exit conference with Julia Spann, Executive Director, Wendy Abramson, Chief Program Officer, and Cathy R. Easley, Grants Financial Manager. During the exit conference, the GAD monitor informed Travis County Domestic Violence and Sexual Assault Survival Center, Inc. that there were no findings.

GAD appreciates the professionalism, promptness, organization of information, and cooperation of Travis County Domestic Violence and Sexual Assault Survival Center, Inc. during this on-site monitoring review of the organization's administrative and financial processes. For questions and comments regarding this Monitoring Report, please contact Robert Deerman at Robert.Deerman@texasattorneygeneral.gov or (512) 936-2913.



Approved By: Robert W. Deerman
Grants Monitor
Grants Administration Division
Robert.Deerman@texasattorneygeneral.gov
Work #: (512) 936-2913



Approved By: Thomas J. Mershon
Grants Monitor
Grants Administration Division
Tom.Mershon@texasattorneygeneral.gov
Work #: (512) 936-1687



City of Austin

Neighborhood Housing and Community Development

P.O. Box 1088, Austin, TX 78767-1088

(512) 974-3100 ♦ Fax (512) 974-3112 ♦ www.cityofaustin.org/housing

January 22, 2014

VIA CERTIFIED MAIL

Wendie Abramson
Chief Program Officer
SafePlace
P.O. Box 19454
Austin, TX 78760

Re.: 2013 Rental Housing Development Assistance Monitoring (RHDA)

Dear Ms. Abramson:

On October 9, 2013, Neighborhood Housing and Community Development (NHCD) conducted an on-site review of records and a Housing Quality Standards (HQS) inspection of the above referenced location(s). The purpose of the monitoring was to ensure compliance with local and federal regulatory requirements set forth in your RHDA loan agreement with the Austin Housing Finance Corporation (AHFC).

The following items were reviewed during the NHCD monitoring review:

- ♦ Affirmative Fair Housing Marketing (AFHM) Plan;
- ♦ Tenant selection criteria and policy;
- ♦ Annual audited financials report (2012) including management letter;
- ♦ Fair Housing logo on forms, flyers, and documents available to clients;
- ♦ Waiting Lists and Wait List Policy;
- ♦ Review of randomly selected resident files for income eligibility / recertification;
- ♦ Review of randomly selected resident files for adherence to policies;
- ♦ Insurance coverage; and
- ♦ Physical Inspections.

SafePlace is **not compliant** with the terms of the RHDA Loan Agreement with AHFC.

The following items are considered **FINDINGS** and must be addressed immediately:

- Unit 116 – Unable to determine income. Submit documentation to support income used to certify eligibility. If no income, submit certification of zero income;
- Unit 215 – Unable to determine income. Submit documentation to support income used to certify eligibility. If no income, submit certification of zero income;
- Unit 220
 - Unable to determine income. Submit documentation to support income used to certify eligibility. If no income, submit certification of zero income;
 - Submit documents for TANF distribution;
- Unit 217 – Unable to determine income. Submit documentation to support income used to certify eligibility. If no income, submit certification of zero income;
- Lease agreements and other documents requiring signatures and/or initials from both the resident and program staff are not consistently being executed. Submit report that all resident records have been reviewed for executed documents.
- Income documentation is not being collected and/or certification of zero income documentation is not in place. Submit report that all resident records have been reviewed for income documentation or zero income documentation.

The City of Austin is committed to compliance with the American with Disabilities Act. Reasonable modifications and equal access to communications will be provided upon request.

- Demographic report for current residents not available. Provide report.

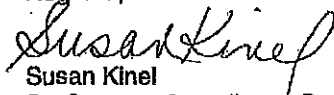
The following items are **RECOMMENDATIONS** and should be considered for Implementation:

- Strongly recommend that a file checklist be developed and implemented to ensure consistency of documentation and completeness of resident files.

Please respond by **February 21, 2014** with documentation and/or a plan to address the deficiencies. Once NHCD receives documentation of resolution of the items determined to be non-compliant, NHCD will send a follow-up letter with the final determination of our monitoring.

Staff is available for technical assistance and training for both the property staff and for the administrators of Cornerstone Apartments. If you have any questions or need additional information, please contact me at (512) 974-3110 or Susan.Kinel@austintexas.gov.

Regards,



Susan Kinel
Sr. Contract Compliance Specialist
Neighborhood Housing and Community Development

Attachment(s)

XC: Julie Spann, Executive Director
Cindy Brouillette, Chair, Board of Directors
Diana Domeracki, Community Development Administrator, NHCD



February 24, 2014

Susan Kinel - Sr. Contract Compliance specialist
 Neighborhood Housing and Community Development
 P.O. Box 1088
 Austin, Texas 78767-1088

Dear Ms. Kinel,

I am responding to the Neighborhood Housing and Community Development (NHCD) 2013 Rental Housing Development Assistance Monitoring (RHDA) which took place on October 9, 2013.

Finding#1 Unit 116 no documentation to support income used to certify eligibility.

Response: Please see attached documentation (identified as Unit 116) to support income used to certify eligibility.

Finding #2 Unit 215 – no documentation to support income used to certify eligibility.

Response: Please see attached documentation (identified as Unit 215) used to support income used to certify eligibility.

Finding #3 Unit 220 – no documentation used to support income used to certify eligibility.

Response: Please see the attached documentation (identified as Unit 220) used to support income used to certify eligibility and TANF distribution.

Finding #4 Unit 217 - Please see attached documentation (Identified as Unit 217) used to support income used to certify eligibility. This resident moved out prior to us obtaining documentation from her place of work or self-employment verification statement.

Finding #5 Lease Agreements and other documents requiring signatures and/or initials from both the resident and program staff inconsistencies.

Response: We have updated our forms so that we only have one page where both residents and program staff sign.

Finding#6 Income documentation is not being collected and/or zero income documentation is not in place.

Response: Please see the documents attached (Certification of Zero Income) and (Supportive Housing Financial Assessment, which includes all sources of income for residents), as well as a (Statement of Self-Employment Income) all will be used to collect income documentation as well as certify zero income.

Finding #7 Demographic report for current residents not available.

Response: Please see the attached occupancy report with NHCD Annual Tenant Income and Rent Certification Forms for all of 2013) this documentation does not have names, but the unit numbers and dates in residence as well as unique client ID number.

We have also attached occupancy reports for 2011 and 2012 as we do not believe you have these reports from previous years.

Recommendation #1 file checklist

Response: Please see the attached (SHP folder Table of Contents) which is used as the checklist form for our lease files.

If you have any questions about our response to the monitoring report, please contact Wendie Abramsom Chief Program Officer, at wabramson@safeplace.org or 512-356-1599.

Sincerely,

A handwritten signature in cursive script, appearing to read "Julia Spann".

Julia Spann
Executive Director

Enclosures

Cc: Melinda Cantu, Senior Director of Residential Services
Cc: Wendie Abramson, Chief Program Officer

Attachment C: Resumes/Job Descriptions of Key Personnel

SafePlace
RESIDENT ADVISOR
April 30, 2006

Department: Shelter
Reports to: House Support Manager
FLSA Status: Non-Exempt
Approved by: Human Resources, Senior Director of Residential Services
Approved Date: April 30, 2006

The primary responsibilities of the Resident Advisor (RA) are to provide crisis intervention and referrals on the hotline and resident assistance to those in the Family Shelter.

Major Responsibilities:

1. **Crisis Counseling and referrals:** Provides domestic violence and sexual assault crisis counseling and referrals to callers on the hotline during assigned shift. Keeps abreast of new resource information and strives to make accurate and appropriate referrals.
2. **Shift Coverage:** Ensures that the front desk is covered during her/his shift, or finds appropriate coverage if unable to cover her/his shift. Is on time for assigned shift.
3. **Documentation:** Completes a shift notes log and other necessary documentation for shelter operation, hotline calls, hospital advocacy and admission to shelters. Ensures that all required information on shift notes and hotline logs is recorded and that logs are complete, legible and accurate.
4. **Admissions:** Approves admission to both shelters in accordance with SafePlace policies and procedures. Consults with House Support Manager, Coordinator of Hotline Services or Shelter Director as needed. Is thoughtful around admission requests and strives to balance SafePlace admission guidelines with flexibility.
5. **Communication:** Communicates with shelter and hotline staff to ensure that agency services are coordinated and working in tandem with each other.
6. **Meetings:** Attends all required meetings.
7. **Volunteer Support:** Provides support and assistance to House Support volunteers and hotline volunteers who work during her/his assigned shift. Is aware of volunteer activity as much as possible. Facilitates two volunteer support meetings per year if needed.
8. **Front desk:** Provides front desk coverage (answering incoming calls, responding to intercoms, assisting residents at front desk, etc.) in between hotline calls as needed. Is aware of front desk activity if not on a hotline call and is proactive in offering assistance.
9. **Intake/Shelter Orientation:** In cooperation with other shelter staff, provides shelter intake to incoming shelter clients and helps client move and settle into shelter.
10. **Training:** Participates in volunteer training when needed.
11. **Miscellaneous:** Other duties as assigned.

General Requirements

1. Adheres to SafePlace's Confidentiality Policy and works with the Agency Mission and Statement of Values.
2. Complies with SafePlace's Standards of Conduct.
3. Communicates effectively.
4. Handles confidential information and has the ability to interact tactfully with employees at all levels concerning sensitive issues.
5. Responds appropriately to the cultural differences present among the organization's service population and staff. Sensitive to various ethnic and social backgrounds, beliefs and values
6. Attends all required meetings.
7. Completes all requisite paperwork, for program and administration.
8. Works as a team member, providing support as well as constructive feedback in interpersonal interactions.

9. Completes other duties as assigned.
10. Fulfills the essential functions of the position

Qualifications and attributes:

1. B.A in Social Work or related field or relevant work or volunteer experience.
2. 1-2 years crisis counseling experience preferred.
3. Ability to problem solve and diffuse crises under pressure.
4. Knowledge of domestic violence and sexual assault issues.
5. Bilingual (Spanish/English) preferred .

This job description is not intended to be all-inclusive. SafePlace reserves the right to revise or change duties as the need arises. This job description does not constitute a written or implied contract of employment.

I have read and understand this Job Description.

Employee

Date

Supervisor

Date

SafePlace
Survivor Support Specialist
January 01, 2013

Department: Shelter
Reports to: Shelter Survivor Support Manger
FLSA Status: Exempt
Approved By: Human Resources, Senior Director of Residential Services
Approved Date: January 1, 2013

The Survivor Support Specialist is responsible for serving as a source of support person to battered women, men and their children living in the shelter by providing them with the information, referrals and support necessary for them to meet their basic needs, assist with a comfortable shelter stay and refer to internal and external services that will help with the achievement of their self-sufficiency plan.

Major Responsibilities

1. Orients survivors to the shelter building and assigned cluster helping to ensure that family members and individuals feel safe and are introduced to other residents and staff. Familiarizes survivors with the program structure and its resources and the roles of shelter staff.
2. Provides an assessment to survivors as needed, including but not limited to: safety planning, immediate medical or mental health needs and determining needs to help with a successful shelter stay.
3. Provides service coordination with the Survivor Advocates, Children's Staff, Counselors and Resident Advisors and other agency or community programs as needed.
4. Support the survivor with their self-sufficiency plan if the survivor chooses not to participate in the Survivor Advocacy Program.
5. Provides personal support to survivors (adult and children)- maintains a positive outlook and encourages independence and resourcefulness; assists survivors (including children) process issues around communal living, coping skills, and emotional support; provides individual crisis counseling with family members and individuals as needed.
6. Facilitates cluster meetings on a weekly basis and has a presence in the cluster on a daily basis; meets cluster needs regularly and works with survivors to help solve cluster related challenges.
7. Facilitates group presentations/dialogues around safety planning and agency and community resources, e.g., social security, identification, etc.
8. Maintains current information about local social services agencies: medical, mental health, legal, childcare, housing, parenting, financial support, educational, counseling, and others. Makes this information available to shelter residents by posting and handing out the information.
9. Stays abreast of application processes, enrollment procedures, and any new information about frequently used social services.
10. Works on the hotline by picking up overflow hotline calls during regular work hours.
11. Participates in documented personalized safety planning with the survivors upon entrance to the shelter as well as prior to their exiting.
12. Participates in the completion of Initial intakes as needed.
13. Other duties as may be assigned and this may include covering the front desk, helping with commissary duties, etcetera.

Survivor Advocate

General Requirements

1. Adheres to SafePlace's Confidentiality Policy and works with the Agency Mission and Statement of Values.
2. Complies with SafePlace's Standards of Conduct.
3. Communicates effectively.
4. Handles confidential information and has the ability to interact tactfully with employees at all levels concerning sensitive issues.
5. Responds appropriately to the cultural differences present among the organization's service population and staff. Sensitive to various ethnic and social backgrounds, beliefs and values.
6. Attends all required meetings.
7. Completes all requisite paperwork, for program and administration.
8. Works as a team member, providing support as well as constructive feedback in interpersonal interactions.
9. Completes other duties as assigned.
10. Fulfills the essential functions of the position.

Qualifications

1. Bachelor's Degree in Social Work or related field, or equivalent work experience plus 2 years experience in social services. Shelter experience preferred.
2. Experience working with survivors of domestic violence/sexual assault. Experience and/or education that pertains to working with children with an understanding of their developmental skills.
3. Bilingual (English/Spanish) preferred.

This job description is not intended to be all-inclusive. SafePlace reserves the right to revise or change duties as the need arises. This job description does not constitute a written or implied contract of employment.

I have read and understand the Job Description.

Name

Signature

Date

SafePlace
DOMESTIC VIOLENCE COUNSELOR - SHELTER
January, 2010

Department: Shelter
Reports to: Senior Director of Residential Services
FLSA Status: Exempt
Approved by: Human Resources, Senior Director of Residential Services
Approved Date: January 15, 2010

The Domestic Violence Counselor provides empowerment-oriented individual and group counseling. The counselor also provides advocacy when appropriate.

Major Responsibilities

1. Provides intake, assessment and ongoing counseling for clients at the Family Shelter.
2. Provides support group at the Family Shelter.
3. Maintains knowledge of current available resources to help SafePlace clients. Provides minimal advocacy to clients in support of their efforts to obtain needed resources. Refers to SafePlace Family Advocate as appropriate.
4. Provides information to clients on the legal system; provides advocacy/support around legal issues.
5. Utilizes group and individual clinical supervision to promote ongoing self-assessment and development of counseling skills that best meet the needs of SafePlace clients.
6. Other duties as may be assigned.

General Requirements

1. Adheres to SafePlace's Confidentiality Policy and works with the Agency Mission and Statement of Values.
2. Complies with SafePlace's Standards of Conduct.
3. Communicates effectively.
4. Handles confidential information and has the ability to interact tactfully with employees at all levels concerning sensitive issues.
5. Responds appropriately to the cultural differences present among the organization's service population and staff. Sensitive to various ethnic and social backgrounds, beliefs and values
6. Attends all required meetings.
7. Completes all requisite paperwork, for program and administration.
8. Works as a team member, providing support as well as constructive feedback in interpersonal interactions.
9. Completes other duties as assigned.
10. Fulfills the essential functions of the position

Qualifications

1. Master's degree in Social Work, Counseling or related field and 1-2 years relevant experience.
2. Life experience or knowledge of an ethnic or other specialty subgroup served by SafePlace preferred.
3. Knowledge of counseling techniques that help empower battered women.
4. Knowledge of social service, social welfare, mental health, and criminal justice agencies in the Austin area

This job description is not intended to be all-inclusive. SafePlace reserves the right to revise or change duties as the need arises. This job description does not constitute a written or implied contract of employment.

I have read and understand this Job Description.

Employee

Date

Supervisor

Date

**SafePlace
Shelter Basic Needs Manager
January, 2010**

Department: Shelter
Reports to: Senior Director of Residential Services
FLSA Status: Non-exempt
Approved by: Human Resources, Senior Director of Residential Services
Approved Date: January 25, 2010

The Shelter Basic Needs Manager staffs the Shelter front office during the assigned hours of 7:00 am – 3:00 pm Mondays through Fridays, monitoring the food and paper goods budgets and maintaining the incentives program.

Major Responsibilities:

1. **Phones:** Answers the phones in a courteous manner. Transfers callers to appropriate extensions.
2. **Gates and Doors:** Monitors and responds to the activity at the entrance to the property, and the shelter front door. Maintains an awareness of what is happening in the parking lot, especially during times that children are outside. Welcomes visitors, and notifies staff of visitors arrival.
3. **Front Desk:** Ensures that the front desk area is cleaned and orderly. Ensures that front desk notebooks and materials are kept organized and easily accessed by the shelter staff.
4. **Hot Line Calls:** Maintains sensitivity to the transfer, parking and hold time of hot line calls.
5. **Medication:** Maintains the medication by keeping it organized. Makes medication available to shelter residents. Notifies the Pantry Manager of needs for over the counter medication.
6. **Resident Assistance:** Assists shelter residents by answering questions, locating appropriate staff when needed. Is friendly and supportive to residents as they come and go from the building.
7. **Incoming New Residents:** Welcomes new residents. Makes new residents comfortable in the Family Waiting Room upon arrival. If possible, completes an intake with new residents.
8. **Monitoring Budgets:** Keeps track of weekly and monthly expenditures for food in shelter as well as for paper goods for shelter. Lets Shelter Director know about these expenditures.
9. **Staff Supervision:** None assigned.
10. **Paperwork:** Ensures the completion all requisite agency and program paperwork for program, administration and communication purposes.

General Requirements

1. Adheres to SafePlace's Confidentiality Policy and works with the Agency Mission and Statement of Values.
2. Complies with SafePlace's Standards of Conduct.
3. Communicates effectively.
4. Handles confidential information and has the ability to interact tactfully with employees at all levels concerning sensitive issues.
5. Responds appropriately to the cultural differences present among the organization's service population and staff. Sensitive to various ethnic and social backgrounds, beliefs and values
6. Attends all required meetings.
7. Completes all requisite paperwork, for program and administration.
8. Works as a team member, providing support as well as constructive feedback in interpersonal interactions.

9. Completes other duties as assigned.
10. Fulfills the essential functions of the position

Knowledge, Skills and Abilities

1. Demonstrates appropriate skill level and capability in the operation of computers and general office software programs, including word-processing, spread-sheet, and database software, as required in your department.
2. Pays careful attention to detail; works with accuracy and maintain neat, well-organized records
3. Works cooperatively with external partners and constituencies.
4. Maintains flexibility; working with frequent interruptions and multiple and changing priorities
5. Demonstrates conviction about the capacity of people to grow and change
6. Effectively organizes work to meet frequent and/or multiple deadlines, handle multiple tasks simultaneously, and manage conflicting priorities and demands
7. Supervise employees effectively

Qualifications

1. Bachelor's Degree with a minimum of 2 years work experience. Additional experience can be substituted for Degree.
2. Knowledge of domestic violence, sexual assault and women's and family issues, direct client experience strongly preferred.
3. Excellent organizational, problem solving and communication skills

This job description is not intended to be all-inclusive. SafePlace reserves the right to revise or change duties as the need arises. This job description does not constitute a written or implied contract of employment.

I have read and understand this Job Description.

Employee

Date

Supervisor

Date

Mary F. Laake
600 Pomegranate Pass
Cedar Park, Texas 78613
(512) 573-1480

Objective: A management position with the opportunity to provide supervision to direct service staff, to provide direct services to adults and youth regarding domestic violence and sexual violence, and to collaborate with other community agencies serving the greater Austin community.

Qualifications:

- 7 years experience responsible for the development, planning, coordination, implementation and evaluation of programs in the nonprofit setting.
- 7 years management and supervisory experience of the Resident Advisor program, supervising 9 staff members in a nonprofit setting.
- 12 years direct service experience serving victims of domestic violence and sexual assault through safety planning, crisis intervention, advocacy, information and referral.
- 25 years experience responsible for the collaboration of resources and/or direct services with other agencies in the community serving individuals affected by abuse or violence.
- Ability to effectively manage multiple priorities along with strong organizational and communication skills both orally and written.
- 25 years experience supervising direct service staff and volunteers in both the nonprofit and for profit sector.

Experience:

April 2007 to Present	<p><i>Resident Advisor Program Manager</i> <u>SafePlace Domestic Violence and Sexual Assault Survival Center, Austin, Texas</u> Responsible for supervising and maintaining the shelter Resident Advisor program and the House Support volunteer program that promotes the safety, healing and empowerment of survivors residing in the Shelter that is responsible to the communities needs (within SafePlace means). Responsible for hiring, training, developing and supervising program staff and volunteers.. Responsible for assisting the Shelter Director to ensure communication so that program staff are aware of agency happenings, that management is fully aware of staff concerns, that others in the agency are informed of the current program procedures. Communicates proactively with staff in other programs to ensure that agency services are coordinated and working in tandem with each other. Serves on the leadership team and managers team at shelter. Assists with other interagency and intra-agency committees and task forces (as assigned) to assist in agency planning, communication, problem solving and enhancement. Responsible for assisting with maintaining systems for documenting the effectiveness and efficiency of services. Ensures systems for counting, collecting and reporting on both program outputs and outcomes are in place and operating effective. Responsible for the ongoing assessment of potential risk to program clients, staff and volunteers. Acts as a resource for overall agency in regards to risk and threat assessment. Works with staff to ensure proper notification of program risk.</p>
March 2006 to April 2007	<p><i>Katrina Evacuee Program Coordinator</i> <u>SafePlace Domestic Violence and Sexual Assault Survival Center, Austin, Texas</u> Responsible for coordination and implementation of direct services to victims and their families affected by domestic violence and/or sexual assault as well as resources related to Hurricane Katrina/Rita providing advocacy, case management, crisis intervention, safety planning, employment, child care, housing, substance abuse, medical, mental health, and legal advocacy. Responsible for collaborating with other community agencies serving victims and their families affected by domestic violence and/or sexual assault.</p>
April 2002 to Present	<p><i>Community Educator</i> <u>SafePlace Domestic Violence and Sexual Assault Survival Center, Austin, Texas</u> Responsible for providing community education presentations and trainings regarding domestic violence and sexual assault along with information regarding SafePlace programs and services to agencies and individuals in the community. Community spokesperson providing community education through the media regarding the impact of domestic violence on survivors along with information regarding SafePlace programs and services.</p>
March 2005 to March 2006	<p><i>BabySafe Program Coordinator</i> <u>SafePlace Domestic Violence and Sexual Assault Survival Center, Austin, Texas</u> Responsible for the coordination, planning, and delivery of a psycho-educational training curriculum addressing the effects of domestic violence on pregnancy outcomes, screening protocols, safety planning, and appropriate referrals to agencies working with victims of domestic violence for healthcare professionals. Duties included facilitating psycho-educational support groups with pregnant or newly parenting adolescents, maintaining all records required to satisfy grant conditions and objectives; and the development of grant reporting.</p>

<p>April 2002 to March 2005</p>	<p><i>Family Advocate</i> <u>SafePlace Domestic Violence and Sexual Assault Survival Center, Austin, Texas</u> Responsible for providing direct services to victims and their families affected by domestic violence and/or sexual assault in an emergency shelter setting providing advocacy, case management, crisis intervention, safety planning, resources dealing with employment, child care, housing, substance abuse, medical, mental health, and legal advocacy. Responsible for collaborating with other community agencies serving victims and their families affected by domestic violence and/or sexual assault.</p>
<p>November 2000 to February 2002</p>	<p><i>Assistant Youth Education Coordinator</i> <u>Unity Church of Austin, Austin, Texas</u> Responsible for the coordination and preparation of religious education curriculum and materials; assist with the coordination and implementation of special events. Duties included being an educator providing elementary religious education curriculum to youth.</p>
<p>October 1998 to November 2001</p>	<p><i>Owner and Manager</i> <u>The Velvet Angel's Vintage & Retro Boutique, Austin, Texas</u> Responsible for the management and daily operations of a retail clothing and collectible store. Responsibilities included planning, purchasing, and pricing, marketing, accounting, and managing of all operations of a retail business. Responsibilities also included recruiting and supervising retail staff.</p>
<p>October 1997 to October 1998</p>	<p><i>Parent Training Specialist</i> <u>Austin Independent School District, Austin, Texas</u> Responsible for the delivery of a crisis intervention prevention program to adolescents; the delivery of a drug and alcohol abuse prevention education program to parents and adolescents; and teaching life skills and other prevention education programs to adolescents in an educational setting.</p>
<p>March 1995 to December 1997</p>	<p><i>Contract Facilitator</i> <u>Travis County Counseling Center, Austin, Texas</u> Responsible for the direct delivery of psycho-educational group prevention education programs to adolescent youth-at-risk and youth offenders.</p>
<p>January 1993 to January 1995</p>	<p><i>Prevention Education Coordinator</i> <u>Communities In Schools/The Pebble Project Program, Austin, Texas</u> Responsible for the coordination, implementation, and direct delivery of all adolescent child abuse prevention education programs. Served as a Community educator providing prevention and child abuse/neglect workshops and seminars to the general public and community universities. Responsible for tracking all secondary data, reporting, scheduling, and facilitating all adolescent prevention presentations and programs; providing direct supervision to program staff and volunteers; training program staff and volunteers; managing, coordinating, and facilitating the Heart to Heart Program--an adolescent psycho-educational prevention group support program for pregnant teens and teen parents; coordination and supervision of the Teen Helpline--an adolescent telephone support program. Responsible for collaborating with other agencies in the community serving adolescents.</p>
<p>September 1990 to January 1993</p>	<p><i>Adolescents Prevention Programs Coordinator</i> <u>The Pebble Project Child Abuse Prevention Agency, Austin, Texas</u> Responsible for the coordination, implementation, and direct delivery of all adolescent child abuse prevention education programs. Served as a Community educator providing prevention and child abuse/neglect workshops and seminars to the public. Responsible for tracking all secondary data, reporting, scheduling, and facilitating all adolescent prevention presentations and programs; providing direct supervision to program staff and volunteers; training program staff and volunteers; managing, coordinating, and facilitating the Heart to Heart Program--an adolescent psycho-educational prevention group support program for pregnant teens. Responsible for collaborating with other agencies in the community serving adolescents.</p>
<p>September 1990 to January 1993</p>	<p><i>Teen Helpline Coordinator</i> <u>The Pebble Project Child Abuse Prevention Agency, Austin, Texas</u> Responsible for the supervision, planning, coordination, and implementation of the Teen Helpline Program--an adolescent telephone support program. Responsible for recruiting, training, and supervising adolescent and adult volunteers; publicity and public relations; and the development of a teen library, training materials, and a monthly newsletter; supervising, scheduling, and coordinating the daily program operations and services; implementation and supervision of the Teen Helpline Board of Directors; program planning and development; data recording and reporting; grant writing and fund raising. Served as the Community spokesperson regarding the utilization of the Teen Helpline program.</p>

September 1988 to
June 1990

Community Liaison, Board Co-President, Lay Telephone Counselor and Caseworker
Family Outreach Capitol Area, Austin, Texas

Responsible for community and public relations, community education, serving on various community task forces; supervising all administrative operations and staff of a child abuse prevention agency; developing a monthly newsletter, PSA materials for television and radio media; and training new volunteers in the area of

telephone counseling, crisis intervention, and community resources. Duties also included providing lay counseling and casework to individual families identified at risk of child abuse or neglect.

Education:

Saint Edward's University
B.L.A. Psychology/Religion
Austin, Texas 1988

Angelina Community College
Accounting /Marketing
Lufkin, Texas 1980-1982

Mirabeau B. Lamar High
Houston, Texas 1966-1969

TERI MILLER

815 W.Slaughter Lane #448, Austin, Texas 78748

512-375-1982

millter.terijo@gmail.com

PROFESSIONAL SUMMARY

Over ten years of extensive and diverse experience working in a non-profit organization.

Advanced knowledge of Food Pantry Operations, Food Resources and Food Insecurities in the community.

SKILLS

Expert knowledge in nonprofit work and hunger insecurities.

Strong Skills in time management, organizational skills and prioritizing multiple projects.

Ability to work independently with minimal supervision.

Experience and sensitivity working with various ethnic, economic and social backgrounds, beliefs and values.

Ability to communicate effectively.

Strong computer skills including Microsoft Office, Excel, Outlook.

WORK HISTORY

Food Services Coordinator, 09/2005 to Present

SafePlace –Austin Texas

Operate and Manage the Food Services Program at SafePlace including the Food Pantry at the Family Shelter. Responsible for keeping the Food Pantry in Compliance with the Travis County Health and Human Services Department and CAFB. Work closely with outside vendors, individual and group donors to bring food into our Food Program. Supervise and Train Food Services Volunteers in the Food Pantry at Family Shelter. Organize food receipts, invoices and monthly reports and enter them into the database. Educate and work with SafePlace clients around their dietary food needs, emphasizing in healthy and nutritious meals. Update and maintain Food Resources in the community for SafePlace clients and refer to appropriate organizations. Work with other programs as needed.

School/CDC Operations Manager, 06/2001 to 09/2005

SafePlace – Austin Texas

Created all current forms being used including the Enrollment/Withdrawal Forms, Attendance Forms, Menu Forms and Classroom forms.

Responsible for providing administrative support to Staff.

Assist Families with admission into the Child Development Center and School.

Keep and maintain all student records including funding source/payments and withdrawals.

Oversees the USDA program and complies with USDA regulations.

Ensures the Program is in compliance with The Department of Health and Human Services.

Enters all CDC/School data into the SafePlace Database.

Supervises the Cook Position.

EDUCATION

GED: 1993

Andress High School - El Paso, TX

CERTIFICATIONS

Food Manager Certificate

**SafePlace
Clinic Support Staff
February, 2010**

Department: Shelter
Reports to: Crisis Intervention Manager
FLSA Status: Non-Exempt
Approved by: Human Resources, Shelter Director
Approved Date: February 8, 2010

Reporting directly to the Manager of Crisis Intervention Services, this staff person is responsible for helping support and facilitate client appointments with medical services provided through SafePlace, both on and off site.

This position is a part time non-exempt position initially set up for 8-10 hours a week, but with the possibility of more hours.

Major Responsibilities

1. Works with Basic Needs Manager to coordinate front office activity on clinic days.
2. Assists medical and SafePlace staff with miscellaneous paperwork related to medical services and client appointments.
3. Assist clients accessing health care by helping to coordinate patient appointments, paperwork and prescriptions.
4. Helps to facilitate communication between clients and Manager of Crisis Intervention Services around needed follow-up appointments and client satisfaction with medical services received.
5. Driving clients to off-site clinic one day per week (currently Thursdays).
6. Upkeep/cleanliness of inside of van used to transport clients to and from off-site clinic. Ensure that the two white vans (or others if used) are filled with gas and are in proper working condition and that work orders are placed for any needed maintenance.
7. Performs other tasks as assigned by Manager of Crisis Intervention Services.

General Requirements

1. Adheres to SafePlace's Confidentiality Policy and works with the Agency Mission and Statement of Values.
2. Complies with SafePlace's Standards of Conduct.
3. Communicates effectively.
4. Handles confidential information and has the ability to interact tactfully with employees at all levels concerning sensitive issues.
5. Responds appropriately to the cultural differences present among the organization's service population and staff. Sensitive to various ethnic and social backgrounds, beliefs and values
6. Attends all required meetings.
7. Completes all requisite paperwork, for program and administration.
8. Works as a team member, providing support as well as constructive feedback in interpersonal interactions.
9. Completes other duties as assigned.
10. Fulfills the essential functions of the position

Qualifications

1. Valid Texas Drivers License and good driving record.
2. Ability to work as a team member with SafePlace staff as well as medical staff from on and off site clinics.
3. Knowledge of domestic violence and sexual assault issues is desirable.
4. High school diploma or G.E.D.
5. English/Spanish bilingual strongly preferred.

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I have read and understand this Job Description.

Employee

Date

Supervisor

Date

SafePlace
Survivor Support Manager
January 01, 2013

Department: Shelter
Reports to: Senior Director of Residential Services
FLSA Status: Exempt
Approved By: Human Resources, Senior Director of Residential Services
Approved Date: January 1, 2013

The Survivor Support Manager is responsible for the supervision of the Survivor Support Program staff. The position is also responsible for program planning and evaluation and community collaboration.

Major Responsibilities:

1. Hire, train, supervise and provide ongoing support to Survivor Support staff with assistance from the program director.
2. Assist the program director with ongoing planning, implementation and evaluation for the Survivor Support program.
3. Develop and monitor tracking systems, prepare required reports and conduct regular reviews of client files to ensure compliance with funding source guidelines.
4. Participate in regular review of policies and procedures.
5. Act as agency liaison for multiple program collaborations and attend respective meetings.
6. Facilitates weekly Survivor Support Team meetings.
7. Provide administrative program support including authorizing DCAs for staff, approving time sheets and ordering supplies.
8. Coordinate with shelter staff and program director on the application processes for transitional and permanent housing programs.
9. Oversees service coordination with the Survivor Advocates, Children's Staff, Counselors and Resident Advisors and other agency or community programs as needed.
10. Attend and participate in other team and departmental meetings as needed to ensure quality service provision to clients.
11. All other duties as assigned.

General Requirements

1. Adheres to SafePlace's Confidentiality Policy and works with the Agency Mission and Statement of Values.
2. Complies with SafePlace's Standards of Conduct.
3. Communicates effectively.
4. Handles confidential information and has the ability to interact tactfully with employees at all levels concerning sensitive issues.
5. Responds appropriately to the cultural differences present among the organization's service population and staff. Sensitive to various ethnic and social backgrounds, beliefs and values
6. Attends all required meetings.
7. Completes all requisite paperwork, for program and administration.
8. Works as a team member, providing support as well as constructive feedback in interpersonal interactions.
9. Completes other duties as assigned.
10. Fulfills the essential functions of the position

Knowledge, Skills and Abilities

- Demonstrates appropriate skill level and capability in the operation of computers and general office software programs, including word-processing, spread-sheet, and database software, as required in your department.
- Pays careful attention to detail; works with accuracy and maintain neat, well-organized records
- Works cooperatively with external partners and constituencies.
- Maintains flexibility; working with frequent interruptions and multiple and changing priorities
- Demonstrates conviction about the capacity of people to grow and change
- Effectively organizes work to meet frequent and/or multiple deadlines, handle multiple tasks simultaneously, and manage conflicting priorities and demands
- Supervise employees effectively

Qualifications

1. Master's degree in Social Work preferred; four years of experience in social services can be substituted for education.
2. Two years' experience in the coordination of social service program.
3. Two years supervisory experience preferred.
4. Knowledge of community resources.
5. Knowledge of and experience with domestic violence, sexual assault and/or homelessness.
6. Bilingual in English/Spanish preferred.

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I have read and understand this Job Description.

Employee

Date

Supervisor

Date

SafePlace
PHONE COUNSELOR (30 hours per week)
December 31, 2009, updated September 27, 2013

Department: Counseling Services
FLSA Status: Exempt
Reports to: Counseling Services Manager
Approved by: Human Resources, Counseling Services Director
Approved Date: December 31, 2009

The SafePlace Phone Counselor provides short-term, client-informed, outcome-based phone counseling to adult survivors of sexual and/or domestic violence. The phone counselor also provides referrals to other SafePlace and community services, when appropriate.

Major Responsibilities:

1. Provides assessment, crisis intervention and short-term phone counseling for adult survivors of sexual and/or domestic violence.
2. Works one evening a week providing evening counseling sessions.
3. Routinely schedules 15 hours of counseling weekly.
4. Maintains knowledge of current, available SafePlace and community resources. Provides referrals and linkage with other resources and advocacy/support as needed for clients and their loved ones.
5. Provides information and advocacy/support to clients on the legal system and related issues.
6. Complies with mandatory reporting laws.
7. Prepares accurate and timely records: phone counseling documentation, case summaries, outcome ratings, session ratings, and timesheets.
8. Attends required meetings and participates in program planning and implementation. Provides support and constructive feedback to co-workers.
9. Uses weekly supervision meetings to increase self-awareness, process secondary trauma, and develop counseling skills that best meet the needs of SafePlace phone counseling clients.
10. Other duties as may be assigned (including but not limited to: intern supervision, translation of materials, backing up the Intake Coordinator.)

General Requirements

1. Adheres to SafePlace's Confidentiality Policy and works with the Agency Mission and Statement of Values.
2. Complies with SafePlace's Standards of Conduct.
3. Communicates effectively.
4. Handles confidential information and has the ability to interact tactfully with employees at all levels concerning sensitive issues.
5. Responds appropriately to the cultural differences present among the organization's service population and staff. Sensitive to various ethnic and social backgrounds, beliefs and values
6. Attends all required meetings.
7. Completes all requisite paperwork, for program and administration.
8. Works as a team member, providing support as well as constructive feedback in interpersonal interactions.
9. Completes other duties as assigned.
10. Fulfills the essential functions of the position

Qualifications

1. Master's degree in Social Work, Counseling or related field preferred.
2. Commitment to diversity.
3. Experience working with sexual and domestic violence preferred.
4. Knowledge of human development, brief therapy, crisis intervention, and appropriate therapy modalities for adult survivors of sexual and domestic violence required.
5. Knowledge of community resources in the Austin area preferred.
6. Fluency in Spanish and the ability to use it in phone counseling sessions preferred.

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I have read and understand this Job Description.

Employee

Date

Supervisor

Date

**SafePlace
Counseling Services Manager
March 14, 2014**

Department: Counseling
Reports to: Counseling Services Director
FLSA Status: Exempt
Approved by: Human Resources, Counseling Services Director
Approved Date: March 14, 2014

The Counseling Services Manager is responsible for the clinical and administrative supervision of the Counseling Services staff at SafePlace. In conjunction with the Counseling Services Director, the Counseling Services Manager is responsible for administration and planning of the Counseling Services Program. The Counseling Services Manager is also responsible for providing individual, family and group counseling services for survivors of sexual and domestic violence.

MAJOR RESPONSIBILITIES

Supervisory Responsibilities:

1. Provides administrative and clinical supervision to staff counselors and interns who provide counseling for survivors of sexual and domestic violence and their families.
2. Recruits, hires, trains, evaluates, and releases counseling staff and interns in conjunction with the Counseling Services Director.
3. Reviews client files to insure that they are in compliance with agency standards and are up to date and to make decisions around release of records.
4. Assists with program development, regular review of policies and procedures, training, and integration of the program services throughout the agency.
5. Helps design, implement, and maintain a system to evaluate service delivery, including monitoring requests for service, effectiveness outcomes, and client satisfaction.
6. Develops collaborative and cooperative relationships inside and outside SafePlace with staff, community groups, direct service providers, and Universities.
7. Attends and participates in all required meetings and completes all necessary paperwork for program administration.
8. Works 1 night a week as needed to insure counselor/intern access to clinical supervision.
9. Makes good use of supervision, comes prepared and utilizes feedback for professional growth.

Direct Service Responsibilities: (approximately 25% of time):

1. Provides crisis intervention, counseling/risk assessments, individual, family and group counseling services, systems advocacy and court testimony for survivors of sexual and domestic violence. Facilitates therapy/support groups as needed.
2. Responsible for timely completion of all documentation for case files, service data, and general agency administration.
3. Serves as back up for emergency crisis counseling and back up for absent counselors.

General Requirements

1. Adheres to SafePlace's Confidentiality Policy and works with the Agency Mission and Statement of Values.
2. Complies with SafePlace's Standards of Conduct.
3. Communicates effectively.
4. Handles confidential information and has the ability to interact tactfully with employees at all levels concerning sensitive issues.

5. Responds appropriately to the cultural differences present among the organization's service population and staff. Sensitive to various ethnic and social backgrounds, beliefs and values
6. Attends all required meetings.
7. Completes all requisite paperwork, for program and administration.
8. Works as a team member, providing support as well as constructive feedback in interpersonal interactions.
9. Completes other duties as assigned.
10. Fulfills the essential functions of the position

Knowledge, Skills and Abilities

1. Demonstrates appropriate skill level and capability in the operation of computers and general office software programs, including word-processing, spread-sheet, and database software, as required in your department.
2. Pays careful attention to detail; works with accuracy and maintain neat, well-organized records
3. Works cooperatively with external partners and constituencies.
4. Maintains flexibility; working with frequent interruptions and multiple and changing priorities
5. Demonstrates conviction about the capacity of people to grow and change
6. Effectively organizes work to meet frequent and/or multiple deadlines, handle multiple tasks simultaneously, and manage conflicting priorities and demands
7. Supervise employees effectively

QUALIFICATIONS

1. LCSW Supervisor, LPC Supervisor, or LMFT Supervisor licensure preferred.
2. Three years of supervisory experience, including clinical and administrative supervision with strong case conceptualization skills.
3. Must have knowledge of human development, family systems, and appropriate therapy modalities for sexual and domestic violence survivors and their families.
4. Must have knowledge of social service, protective service, mental health, and criminal justice systems in the Austin area.
5. Must have excellent counseling skills, interpersonal and communication skills, organizational skills and the ability to work collaboratively.
6. Ability to identify abuse, neglect and exploitation of children, elders and people with disabilities and to respond appropriately.
7. Ability to problem solve under pressure and defuse crises, as well as effectively manage multiple priorities
8. Bilingual in English and Spanish preferred.

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I have read and understand this Job Description.

Employee

Date

Supervisor

Date

ANNA VALVERDE, LCSW

6812 Bay City Bend
Austin, TX 78725

303-638-8437
ajb543@yahoo.com

Capabilities

- Licensed Clinical Social Worker (LCSW) licensed to practice in the State of Texas
- Experienced in providing supervision for social work practicum students
- Bilingual in Spanish (oral and written)
- Excellent leadership, communication, and teamwork skills

Education

Master's of Science in Social Work, The University of Texas at Austin, Austin, TX Aug 2008

- Specialized in Clinical Concentration
- Completed the RGK Center for Philanthropy and Community Service Portfolio Program in Nonprofit Studies, including attendance of the Civil Society Summer Institute in Mexico
- Bachelor of Arts in Psychology, Colorado College, Colorado Springs, CO* May 2003
- Graduated Magna Cum Laude with Distinction in Psychology

Experience Highlights

Counseling Services Manager, SafePlace, Austin, TX Beginning May 1, 2014

- Will provide administrative and clinical supervision for staff counselors and interns
- Will assist with administrative duties including program development, program evaluation, hiring and personnel management, and collaboration with departmental partners

Intake-Assessment Coordinator, SafePlace, Austin, TX Sept 2012 – April 2014

- Coordinated services for Spanish-speaking clients seeking to enroll in counseling
- Conducted clinical assessments regarding clients' therapeutic needs in order to determine recommendations for appropriate counseling services

Bilingual Counselor, SafePlace, Austin, TX Sept 2008 – April 2014

- Provided therapy for survivors of sexual and/or domestic violence, including adults, children, adolescents, families, and groups, utilizing a variety of trauma-informed treatment modalities
- Supported clients in addressing issues related to healing from abuse and interpersonal violence, such as management of trauma-related symptoms, safety planning, increasing coping skills, building self-esteem, and forming healthy relationships

Counseling Intern, LifeWorks, Austin, TX Jan 2008 – Aug 2008

- Provided solution-focused therapy for the Youth and Adult Counseling department
- Worked with children, adolescents, families, and adults to address issues such as effective parenting, depression, anxiety, substance abuse, and relationships
- Utilized crisis intervention and resource referral skills as a member of the intake team

Social Work Intern, Hispanic Mother Daughter Program, Austin, TX Sept 2006 – May 2007

- Led psycho-educational groups for middle school girls with the goal of improving access to higher education
- Provided individual counseling to middle school and high school girls struggling with academic problems or difficult personal issues

Bilingual Case Manager, Community College of Aurora, Denver, CO Jun 2005 – Aug 2006

- Managed caseload of over 60 Spanish-speaking parents, enrolled clients in relevant educational training, and gave extensive referrals for community services
- Developed new resources for clients, such as an immigration law clinic and a Spanish parenting group

Volunteer, Hogar CREA, Heredia, Costa Rica Feb 2005 – May 2005

- Provided general support for adolescent boys in residential treatment for substance abuse
- Planned and led daily meditation therapy and designed week-long self-esteem workshop

Pretrial Detention Specialist, Mt. View Detention Center, Denver, CO Jun 2003 - Aug 2004

- Prepared background report on each detained youth for the court system and accompanied youth to court several times per week
- Acted as liaison between the court system, probation officers, caseworkers, detention center staff, and families of detained youth

**SafePlace
COUNSELOR
April 14, 2014**

Department: Counseling Services
Reports to: Counseling Services Manager
FLSA Status: Exempt
Approved by: Human Resources, Counseling Services Director
Date approved: April 14, 2014

The Counselor provides trauma informed, strengths based individual, group, and family counseling to adult and child survivors of sexual and domestic violence. The counselor also provides advocacy when appropriate.

Major Responsibilities:

1. Provides intake, clinical assessment, crisis intervention and ongoing counseling for adults, children, families, and groups at various sites in the agency and the community.
2. Works with diagnostic team (Supervisor, Shared Psychiatric Project Psychiatrists, and Safe Health Clinic) to diagnose when necessary. Based on the clinical assessment, works with the client to establish a therapeutic treatment plan outlining the goals of treatment.
3. Routinely schedules 20 clinical hours per week of direct service, including 4 clinical evening hours.
4. Maintains knowledge of current available SafePlace and community resources. Provides referrals for mental health services & follow-up counseling, linkage with other resources and advocacy where indicated for clients and their loved ones.
5. Provides information to clients on legal system; provides advocacy/support around legal issues. Testifies in court as requested/appropriate.
6. Complies with mandatory reporting laws.
7. Prepares accurate and timely paperwork utilizing web-based ODM, including the following: case file documentation, service forms, monthly staff reports, and timesheets. Turns in adult client feedback forms and progress summaries on children as required. Documents client progress in case file. Prints, signs and files documents from ODM in client's paper file by the end of each month. All documentation must meet the standards of SafePlace policy and procedures, state licensing requirements and funding/grant requirements.
8. Attends required meetings and participates in program planning and team-building efforts. Provides support and constructive feedback to coworkers.
9. Uses individual and group supervision to increase self-awareness, process secondary trauma, review diagnostic assessment and treatment plans, and enhance counseling skills that best meet the needs of SafePlace clients.
10. Other duties as may be assigned (including but not limited to: volunteer training, life skills training, community education/outreach, walk-in intake shifts, intern supervision, and translation of materials.)

General Requirements

1. Adheres to SafePlace's Confidentiality Policy and works with the Agency Mission and Statement of Values.
2. Complies with SafePlace's Standards of Conduct.
3. Communicates effectively.
4. Handles confidential information and has the ability to interact tactfully with employees at all levels concerning sensitive issues.
5. Responds appropriately to the cultural differences present among the organization's service population and staff. Sensitive to various ethnic and social backgrounds, beliefs and values
6. Attends all required meetings.
7. Completes all requisite paperwork, for program and administration.

8. Works as a team member, providing support as well as constructive feedback in interpersonal interactions.
9. Completes other duties as assigned.
10. Fulfills the essential functions of the position

Qualifications

1. Master's degree in Social Work, Counseling or related field required.
2. Commitment to diversity.
3. Experience working with sexual and domestic violence preferred.
4. Knowledge of human development, family systems and appropriate therapeutic modalities for adult and child survivors of sexual and domestic violence.
5. An understanding of assessment tools, trauma informed diagnosis and group dynamics.
6. Skilled with electronic technology including record-keeping, internal communication and electronic scheduling.
7. Strong crisis-intervention and stress management skills.
8. Knowledge of social service, social welfare, mental health, and criminal justice agencies in the Austin area
9. Fluency in another language and the ability to use it in counseling sessions a plus.

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I have read and understand this Job Description.

Employee

Date

Supervisor

Date

**SafePlace
Bilingual Counselor and Intake-Assessment Specialist
April 9, 2014**

Department: Counseling Services
Reports to: Counseling Services Manager
FLSA Status: Exempt
Approved by: Human Resources, Counseling Services Director
Date approved: April 9, 2014

The Counselor and Intake-Assessment Specialist's duties are divided in two different, though related areas. One half of this position provides phone screening, intake-assessment, and crisis stabilization to survivors of domestic and sexual violence for the purpose of increasing safety and emotional stabilization. The Counselor and Intake-Assessment Specialist gathers information necessary to allocate services according to a system of priorities designed to maximize the effective, efficient, and consistent use of counseling resources. The Counselor and Intake-Assessment Specialist also provides trauma informed, strengths based individual, group, and family counseling to adult and child survivors of sexual and domestic violence; and also provides advocacy when appropriate. At least 35% of the Counselor and Intake-Assessment time will be devoted to SAPCS-State-funded activities (providing 30% counseling, 3% information and referral, and/or 2% other related support to sexual violence survivors). All SAPCS-State funded activities are for clients who have experienced sexual assault/violence.

Major Responsibilities:

1. Provides phone screening and intake assessment for survivors of domestic and sexual violence
2. Provides approximately 6 intake assessments weekly. This is in the form of walk-in and scheduled intakes.
3. Gathers information necessary to allocate services according to a system of priorities designed to maximize the effective, efficient, and consistent use of counseling resources.
4. Provides crisis stabilization (1-5 sessions), as feasible, for the purpose of increasing safety and emotional stabilization to survivors.
5. Provides, clinical assessment, and ongoing counseling for adults, children, families, and groups at various sites in the agency and the community.
6. Works with diagnostic team (Supervisor, Shared Psychiatric Project Psychiatrists, and SafeHealth Psychiatrist) to diagnose when necessary. Based on the clinical assessment, works with the client to establish a therapeutic treatment plan outlining the goals of treatment.
7. Routinely schedules 20 clinical hours per week of direct service, including 4 clinical evening hours. Evening clinical hours are defined as hours between 5:00 pm and 8:00 pm.
8. Maintains knowledge of current available SafePlace and community resources. Provides referrals for mental health services & follow-up counseling, linkage with other resources and advocacy where indicated for clients and their loved ones.
9. Provides information to clients on legal system; provides advocacy/support around legal issues. Testifies in court as requested/appropriate.
10. Complies with mandatory reporting laws.
11. Prepares accurate and timely paperwork utilizing web-based ODM, including the following: case file documentation, monthly staff reports, and timesheets. Turns in adult client feedback surveys and GAS scores on children as required. Documents client progress in case file. Prints, signs and files documents from ODM in client's paper file by the end of each month. All documentation must meet the standards of SafePlace policy and procedures, state licensing requirements and funding/grant requirements.

12. Attends required meetings and participates in program planning and team-building efforts. Provides support and constructive feedback to coworkers.
13. Uses individual and group supervision to increase self-awareness, process secondary trauma, review diagnostic assessment and treatment plans, and enhance counseling skills that best meet the needs of SafePlace clients.
14. Other duties as may be assigned (including but not limited to: volunteer training, life skills training, community education/outreach and intern supervision).

General Requirements

1. Adheres to SafePlace's Confidentiality Policy and works with the Agency Mission and Statement of Values.
2. Complies with SafePlace's Standards of Conduct.
3. Communicates effectively.
4. Handles confidential information and has the ability to interact tactfully with employees at all levels concerning sensitive issues.
5. Responds appropriately to the cultural differences present among the organization's service population and staff. Sensitive to various ethnic and social backgrounds, beliefs and values
6. Attends all required meetings.
7. Completes all requisite paperwork, for program and administration.
8. Works as a team member, providing support as well as constructive feedback in interpersonal interactions.
9. Completes other duties as assigned.
10. Fulfills the essential functions of the position

Qualifications

1. Master's degree in Social Work, Counseling or related field required.
2. One to two years of counseling experience preferred.
3. Must be fluent in Spanish.
4. Strong screening, assessment, crisis intervention skills.
5. Experience working with sexual and domestic violence preferred.
6. Knowledge of human development, family systems and appropriate therapeutic modalities for adult and child survivors of sexual and domestic violence.
7. An understanding of assessment tools, trauma informed diagnosis and group dynamics.
8. Skilled with electronic technology including record-keeping, internal communication, electronic scheduling, data entry, Microsoft word and Excel
9. Knowledge of social service, social welfare, mental health, and criminal justice agencies in the Austin area.
10. Strong organizational and stress management skills.
11. Commitment to diversity

This job description is not intended to be all-inclusive. SafePlace reserves the right to revise or change duties as the need arises. This job description does not constitute a written or implied contract of employment.

I have read and understand this Job Description.

Employee

Date

Supervisor

Date

**SafePlace
Deaf Services Counselor (.5 FTE)
Counseling Services
February 21, 2011**

Department: Counseling Services
Reports to: Counseling Services Manager
FLSA Status: Exempt
Approved by: Human Resources, Counseling Services, Disability Services
Updated: January 12, 2011, revised February 18, 2013

The Deaf Services Counselor is primarily responsible for providing counseling services to clients who are Deaf, hard of hearing, or Deaf/blind. This position is expected to work collaboratively with Deaf Services team by participating in monthly Deaf Services team meetings and in Deaf Services Advisory Committee meetings. This position reports directly to a Counseling Services Manager.

Major Responsibilities

1. Conducts intakes and carries a counseling caseload which includes providing safety planning, crisis intervention, individual/family/group counseling, systems advocacy, court testimony, and linkage to other resources for Deaf survivors of sexual assault and domestic violence.
2. Works 1 evening a week providing counseling sessions and routinely schedules 10 hours of direct service weekly.
3. Complies with mandatory reporting laws.
4. Prepares accurate and timely reports and ODM entry: client file documentation, services logs, goals, assessment, monthly staff reports, caseload overviews, and timesheets. Turns in client outcomes: adult client surveys and progress summaries on children as required.
5. Attends required meetings and participates in program planning and team building efforts. Provides support and constructive feedback to co-workers.
6. Uses individual and group supervision to increase self-awareness, process secondary trauma, and develop counseling skills that best meet the needs of SafePlace clients. Responds to requests for counseling from the deaf community in a thorough and timely manner.
7. Provides education and support within SafePlace to promote full programmatic and physical accessibility for persons who are Deaf. Acts as a resource throughout the agency in regard to serving Deaf and hard-of-hearing survivors of domestic or sexual violence. Presents at SafePlace volunteer training upon request.
8. Provides assistance and performs other duties as assigned.

General Requirements

1. Adheres to SafePlace's Confidentiality Policy and works with the Agency Mission and Statement of Values.
2. Complies with SafePlace's Standards of Conduct.
3. Communicates effectively.
4. Handles confidential information and has the ability to interact tactfully with employees at all levels concerning sensitive issues.
5. Responds appropriately to the cultural differences present among the organization's service population and staff. Sensitive to various ethnic and social backgrounds, beliefs and values
6. Attends all required meetings.
7. Completes all requisite paperwork, for program and administration.
8. Works as a team member, providing support as well as constructive feedback in interpersonal interactions.
9. Completes other duties as assigned.
10. Fulfills the essential functions of the position

Knowledge, Skills and Abilities

1. Demonstrates appropriate skill level and capability in the operation of computers and general office software programs, including word-processing, spreadsheet, instant messaging, Outlook, and videophone.
2. Pays careful attention to detail; works with accuracy and maintain neat, well-organized records.
3. Works cooperatively with external partners and constituencies.
4. Maintains flexibility; working with frequent interruptions and multiple and changing priorities.
5. Demonstrates conviction about the capacity of people to grow and change.
6. Effectively organizes work to meet frequent and/or multiple deadlines, handle multiple tasks simultaneously, and manage conflicting priorities and demands.

Qualifications

1. Masters degree in Social Work, Counseling or related field.
2. Proficient in American Sign Language (fluency preferred) and life experience or knowledge of Deaf culture.
3. Experience working with sexual and domestic violence preferred.
4. Knowledge of human development, family systems and appropriate therapy modalities for adult and child survivors of sexual and domestic violence required.
5. Knowledge of social service, social welfare, mental health, and criminal justice agencies as well as entities that specifically serve individuals who are Deaf in the Austin area.
6. Sensitivity to varying cultural, ethnic, and social backgrounds, values and attitudes and languages.
7. Ability to work as a team member, providing support as well as constructive feedback in interpersonal interactions.

This job description is not intended to be all-inclusive. SafePlace reserves the right to revise or change duties as the need arises. This job description does not constitute a written or implied contract of employment.

I have read and understand this Job Description.

Employee Signature

Date

Supervisor Signature

Date

SafePlace
COUNSELING SERVICES DIRECTOR
April 30, 2006

Department: Counseling
Reports to: Chief Program Officer
FLSA Status: Exempt
Approved by: Human Resources, Executive Director
Approved Date: April 30, 2006

The Counseling Services Director manages the counseling services of the agency.

Major Responsibilities

1. **Program management:** Plans, develops, implements and maintains a comprehensive therapeutic program of individual, family and group counseling services for survivors of domestic violence and sexual assault that promotes the safety, healing and empowerment of survivors and is responsive to the communities needs, within SafePlace's means.
2. **Staffing:** Hires, trains, develops, evaluates and terminates counseling managers, counseling intake coordinator, counselors and interns (in conjunction with supervisor).
3. **Supervision:** Provides or designates supervision--administrative and clinical—to counseling managers, counseling intake coordinator, counselors and interns.
4. **Communication:** Ensures communication so that program staff are aware of agency happenings, that management is fully aware of staff concerns, that others in the agency are informed of the services available. Communicates proactively with directors and staff in other programs to ensure that agency services are coordinated and working in tandem with each other thereby ensuring an array of integrated and complimentary services agency-wide.
5. **Leadership:** Serves on the Client Services Team, Program Directors Team (and other interagency and intra-agency committees and task forces as assigned) to assist in agency planning, communication, problem-solving and enhancement.
6. **Program evaluation and reporting:** Responsible for designing, implementing and maintaining a system for documenting the effectiveness and efficiency of services. Responsible for setting and achieving annual performance goals (outcome and output) for the program. Ensures systems for counting, collecting and reporting on both program outputs and outcomes are in place and are operating effectively. Uses results from evaluation to improve agency services.
7. **Compliance:** Ensures program compliance with funder requirements, assists with contract management and reporting as requested.
8. **Budget/Finance:** Ensures that the program operates within budget. Assists in annual budget setting process as requested. Works on securing new and renewed funding for the program as requested.
9. **Risk:** Responsible for the ongoing assessment of potential risk to program clients, staff and volunteers. Works with staff to ensure proper notification of program risk. Notifies the Client Services Team, Risk Assessment Team or the Executive Director as appropriate.

General Requirements

1. Adheres to SafePlace's Confidentiality Policy and works with the Agency Mission and Statement of Values.
2. Complies with SafePlace's Standards of Conduct.
3. Communicates effectively.
4. Handles confidential information and has the ability to interact tactfully with employees at all levels concerning sensitive issues.
5. Responds appropriately to the cultural differences present among the organization's service population and staff. Sensitive to various ethnic and social backgrounds, beliefs and values
6. Attends all required meetings.
7. Completes all requisite paperwork, for program and administration.
8. Works as a team member, providing support as well as constructive feedback in interpersonal interactions.

9. Completes other duties as assigned.
10. Fulfills the essential functions of the position

Knowledge, Skills and Abilities

- Demonstrates appropriate skill level and capability in the operation of computers and general office software programs, including word-processing, spread-sheet, and database software, as required in your department.
- Pays careful attention to detail; works with accuracy and maintain neat, well-organized records
- Works cooperatively with external partners and constituencies.
- Maintains flexibility; working with frequent interruptions and multiple and changing priorities
- Demonstrates conviction about the capacity of people to grow and change
- Effectively organizes work to meet frequent and/or multiple deadlines, handle multiple tasks simultaneously, and manage conflicting priorities and demands
- Supervise employees effectively
- Prepares and reviews programmatic and/or agency budget reports.
- Analyzes problems and devises effective solutions based on sound judgment
- Works independently, exercises initiative, and accomplishes tasks without continuous supervision
- Plans procedures and coordinates complex departmental operations; Demonstrates emphasis on improving quality of staff, systems, and environment
- Sets measurable goals and evaluates achievement of goals.
- Gives and receives feedback and evaluation as an improvement tool
- Actively and cooperatively participates in self-directed management teams or groups.

Qualifications

1. Masters in Social Work, Counseling or related field including appropriate licensure, with a minimum of 6 year's practice experience.
2. Minimum of two (2) years' supervisory and management experience in a comparable position.
3. Knowledge of domestic violence, sexual assault and women's, children's and family issues.
4. Excellent organizational, problem solving and communication skills.

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I have read and understand this Job Description.

Name

Signature

Date

Linda Herbert, LPC Supervisor

PROFILE

Licensed Professional Counselor, LPC Supervisor, with 24 years of multicultural counseling experience. Strong background in crisis counseling, domestic violence, sexual assault and childhood abuse issues.

EXPERIENCE

1992 – Present

SafePlace

Domestic Violence & Sexual Assault Survival Center

Currently, Counseling Services Director, providing program management, staffing, supervision, budgeting, risk assessment program evaluation and reporting. Previously, Sexual Assault Counseling Director, Domestic Violence Counselor. (22 yrs. counselor experience, 15 yrs. clinical supervisor experience, 9 yrs. program director experience)

1991 – 92

Austin Clinic

Group provided HMO mental health services

Clinical Associate, providing individual, couples and family therapy. Provided crisis counseling and assessed emergency cases for possible hospital admission.

1989 – 90

Austin Child Guidance Center

Family Life Center, St. Mary's University

Counseling Intern, providing individual, couples and family therapy. Twelve month, 40 hr. week internship.

ADDITIONAL EXPERIENCE

Eight years of teaching experience with children (3-8 yrs).
Two years administrative experience with Hospice Austin and Brackenridge Hospital.

CREDENTIALS EDUCATION

LPC, Supervisor

M.A. in Counseling, Distinguished Graduate
St. Mary's University, San Antonio, Tx, 1990

B.S. in Elementary Education, honor society
University of Houston, Houston, Tx, 1972

SafePlace
CHILDREN'S ADVOCATE
March, 2006

Department: Children's Services
Reports to: Children's Activities Manager/Children's Services Director
FLSA Status: Non-Exempt
Approved by: Human Resources, Children's Services Director
Approved Date: March 31, 2006

The Children's Advocate provides therapeutic, recreational, and social programming for children residing in the Shelter, Supportive Housing, and receiving services through the Resource Center.

Major Responsibilities:

1. **Children's Activities:** Implements the children's afternoon recreational activities for children residing in the Shelter/Supportive Housing. Ensures that structured recreational activities build social skills, support healthy socialization, and discourage violence/aggression. Provides supervision for the children attending activities.
2. **Children's Groups:** Implements the children's evening psycho-educational groups. Provides therapeutic activities that are structured, safe, and promote healing. Utilize curricula to provide psych-educational opportunities for children to learn about domestic violence, healthy families, and basic safety skills.
3. **Assessment:** Assesses the children's individual recreational and therapeutic needs. Assesses the physical, social, and emotional needs of the children; makes observations and records children's behavior that may reflect significant issues for the children. Provides the counselors and advocates with information, observations, and documentation.
4. **Additional program opportunities:** Seeks and utilizes resources to create additional services for children receiving services from SafePlace. For example: supervised computer time, homework help, science club, etc.
5. **Supervision of children:** Maintains a safe, calm, structured and organized environment for the children in the children's play areas and on off-site activities.
6. **Interactions with children:** Interacts with children in a positive and supportive manner. Serves as a role model for positive interactions with children. Utilizes constructive (non-punitive and non-physical) ways of dealing with discipline issues.
7. **Team participation:** Works with Shelter/Supportive Housing Advocates & Counselors to provide parents with information and observations about their children. Encourages positive parenting, offers parenting strategies for coping with discipline or other issues. Attends meetings as required. Demonstrates timeliness in work habits. Participates on team work groups to support the work of the Shelter/Supportive Housing/ Resource Center operations as needed.
8. **Volunteer Support:** Supports children's volunteers' participation in all aspects of the children's programming and activities through training, supervision, and feedback.
9. **Additional duties as assigned.**

General Requirements

1. Adheres to SafePlace's Confidentiality Policy and works with the Agency Mission and Statement of Values.
2. Complies with SafePlace's Standards of Conduct.
3. Communicates effectively.
4. Handles confidential information and has the ability to interact tactfully with employees at all levels concerning sensitive issues.

5. Responds appropriately to the cultural differences present among the organization's service population and staff. Sensitive to various ethnic and social backgrounds, beliefs and values
6. Attends all required meetings.
7. Completes all requisite paperwork, for program and administration.
8. Works as a team member, providing support as well as constructive feedback in interpersonal interactions.
9. Completes other duties as assigned.
10. Fulfills the essential functions of the position

Qualifications:

1. Minimum of Bachelors Degree in Education, Child Development, Social Work or a related field or equivalent life and/or work experiences.
2. Knowledge of parenting skills, child development, family relations, and the network of children's services in the Austin area.
3. Knowledge of and the ability to identify child abuse and neglect and to respond appropriately.
4. Ability to lift 50 pounds.
5. Have a valid Texas Driver's License with a good driving record.

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I have read and understand this Job Description.

Employee

Date

Supervisor

Date

SafePlace
MALE MENTOR/CHILDREN'S ADVOCATE
NOVEMBER 1, 2008

Department: Children's Services
Reports to: Children's Services Director
FLSA Status: Non-Exempt
Approved by: Human Resources, Children's Services Director
Approved Date: November 1, 2008

The Male Mentor/ Children's Advocate provides therapeutic, recreational, and social programming for children residing in the Shelter, Supportive Housing, and receiving services through the Resource Center.

Major Responsibilities:

1. **Children's Activities:** Implements the children's afternoon recreational activities for children residing in the Shelter/Supportive Housing. Ensures that structured recreational activities build social skills, support healthy socialization, and discourage violence/aggression. Provides supervision for the children attending activities.
2. **Children's Groups:** Implements the children's evening psycho-educational groups. Provides therapeutic activities that are structured, safe, and promote healing. Utilize curricula to provide psych-educational opportunities for children to learn about domestic violence, healthy families, and basic safety skills. Although, this position will provide services to all child clients the focus will be on work specifically done with older male youth.
3. **Assessment:** Assesses the children's individual recreational and therapeutic needs. Assesses the physical, social, and emotional needs of the children; makes observations and records children's behavior that may reflect significant issues for the children. Provides the counselors and advocates with information, observations, and documentation.
4. **Additional program opportunities:** Seeks and utilizes resources to create additional services for older male youth clients receiving services from SafePlace. For example: supervised computer time, homework help, science club, etc.
5. **Supervision of children:** Maintains a safe, calm, structured and organized environment for the children in the children's play areas and on off-site activities.
6. **Interactions with children:** Interacts with children in a positive and supportive manner. Serves as a role model for positive interactions with children. Utilizes constructive (non-punitive and non-physical) ways of dealing with discipline issues.
7. **Team participation:** Works with Shelter/Supportive Housing Advocates & Counselors to provide parents with information and observations about their children. Encourages positive parenting, offers parenting strategies for coping with discipline or other issues. Attends meetings as required. Demonstrates timeliness in work habits. Participates on team work groups to support the work of the Shelter/Supportive Housing/ Resource Center operations as needed.
8. **Volunteer Support:** Supports children's volunteers' participation in all aspects of the children's programming and activities through training, supervision, and feedback.
9. **Additional duties as assigned.**

General Requirements

1. Adheres to SafePlace's Confidentiality Policy and works with the Agency Mission and Statement of Values.
2. Complies with SafePlace's Standards of Conduct.
3. Communicates effectively.

4. Handles confidential information and has the ability to interact tactfully with employees at all levels concerning sensitive issues.
5. Responds appropriately to the cultural differences present among the organization's service population and staff. Sensitive to various ethnic and social backgrounds, beliefs and values
6. Attends all required meetings.
7. Completes all requisite paperwork, for program and administration.
8. Works as a team member, providing support as well as constructive feedback in interpersonal interactions.
9. Completes other duties as assigned.
10. Fulfills the essential functions of the position

Qualifications:

1. Minimum of Bachelors Degree in Education, Child Development, Social Work or a related field or equivalent life and/or work experiences.
2. Knowledge of parenting skills, child development, family relations, and the network of children's services in the Austin area.
3. Knowledge of and the ability to identify child abuse and neglect and to respond appropriately.
4. Ability to lift 50 pounds.
5. Have a valid Texas Driver's License with a good driving record.

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I have read and understand this Job Description.

Employee

Date

Supervisor

Date

Yvette Mendoza Rouen

100 Brazos Lane
Kyle, Texas 78640

Personal: (512) 656-8994
Work: (512) 356-1622

EDUCATION THE UNIVERSITY OF TEXAS, Austin, Texas
Bachelor of Social Work, 1997

EXPERIENCE HIGHLIGHTS

SafePlace

Director of Children's Services

January 2006 - Present

- Develops, plans, and implements a children's program that promotes safety, healing, and empowerment and meets the educational, recreational, social, and therapeutic needs of children that have been exposed to domestic and sexual violence.
- Responsible for monitoring and evaluating children's program related to service efficiency, fiscal management, and funder requirements and compliance.
- Serves as an agency leader on various agency teams so as to ensure the services are working in coordination and as efficiently as possible
- Represents SafePlace out in the community on task forces, collaborations, or in relationships with other partner agencies
- Oversees the daily site management of The University of Texas – University Charter School Kozmetsky campus
- Supervises Child Advocacy staff members and Charter School Educational staff members

Coordinator of Children's Services

February 2002- December 2005

- Developed, planned, and implemented social, recreational, and therapeutic activities for children participating in services at shelter, supportive housing, and resource center.
- Provided assessments for the individual recreational and therapeutic needs of the children; also assessed the physical, social, and emotional needs and reported to other team members working with the families
- Participated in several agency multidisciplinary teams so that to ensure the best client services possible
- Provided parenting support, information, and referral to adult clients seeking services through the children's program
- Developed, implemented and provided Children's Program training to incoming Children's Program Volunteers

Passages Case Manager

February 2000-February 2002

- Provided long-term case management services to SafePlace clients approved for inclusion in program; services included goal setting, information and referral, money management and lifeskills
- Meet with clients during office visits and home visits
- Represented SafePlace on Passages collaboration team
- Served as Passages collaboration team with the focus on issues of domestic violence and sexual violence
- Served a English and Spanish speaking client base

Children's Activity Specialist

August 1998 – February 2000

- Provided recreational, social, and therapeutic services for children at SafePlace Resource Center and Supportive Housing Programs
- Provided supervision support to children's activity aides and children's program volunteers
- Provided parenting support in areas such as child development, behavior management strategies, and the effects of domestic violence on children

Baty Elementary Tutor

October 1998 – May 1999

- Provided small group and individual tutoring in math and reading for 3rd grade students deemed at risk of failing the TAAS test

Extend A Care For Kids Center Supervisor

March 1997 – July 1998

- Oversaw the daily functioning of an after school and summer program serving children 4-12 years old
- Assisted staff in scheduling daily activities for the children and special field trips
- Completed weekly paperwork and supply requisitions required by Extend A Care
- Insured that center facilities and staff met the requirements set forth by Extend A Care and state regulatory agencies

Center Assistant/Substitute

January 1994 – March 1997

Austin Police Department Victim Services Intern

September 1996 – May 1997

- Intake: Answered incoming crisis calls; provided short term counseling to crime victims; provided information and referral to crime victims for long term services at other agencies
- Crisis Team: Responded to emergencies and crime scenes to provide crisis counseling; information and referral, and education to witnesses and victims of crime; completed proper documentation pertinent to police investigations; worked with other state agencies as Child Protective Services and Adult Protective Services when appropriate
- Family Violence Children's Outreach Program: completed screening process with potential child group participants; co-facilitated groups for child witnesses to domestic violence at Widen Elementary and Mendez Middle School; compiled a curriculum to be used with middle school children that have been exposed to domestic violence

Kamp K.A.R.E. (Kreative And Rewarding Experiences)

Summers of 1996 & 1997

Administrative Director

- Aided in development and implementation of curriculum for summer day camp program
- Trained and supervised program staff
- Oversaw the daily functioning of the program
- Served as camp counselor to children 10 –12 years old

Memberships, Certifications, and Awards

Texas Council on Family Violence & CAN: Allies Children and Teen Group

Family4Life- Volunteer, Board Member, President (2005-2007)

CPR/First Aid/AED

Water Safety

2008 Champions of Children Award presented by Helping Hand Home for Children

2010 Emerging Leaders in Public Service, The Bush School of Government and Public Service

*Melinda Cantu
7125 Scenic Brook Drive
Austin, Texas 78736*

EDUCATION

1989 Bachelors of Arts Degree in Social Work – St. Edwards University – Austin, Texas

1994 Masters of Science in Social Work – University of Texas at Austin

EXPERIENCE

Oct. 2012- Present SafePlace

Senior Director of Residential Services – Provide supervision and on site management of SafePlace emergency shelter, Supportive Housing program, Children's Services, Child Development Center and off site residential service programs. This includes supervising staff, budget oversight, planning and monitoring all residential programs. Ensuring that we are meeting all grant requirements as well as meeting programmatic goals. Support agency grant writer, as well as cultivate internal and external relationships.

July 2004-Oct. 2012 SafePlace

Director of Shelter – Provide supervision and on site management of two shelters. This includes supervising staff, budget oversight, planning and monitoring various programs within the shelters. Also supervise on site educational program. Act as liaison with University of Texas which holds the Charter for the on site program.

Nov. 2000- July 2004 SafePlace

Director of Education and Care: Developed and help set up on site child development center and on site educational program. This included meeting with architects and working with staff to build the building. Completely stocked the building, including eight classrooms, kitchen and file room. Organized payment system in which we could monitor three different client bases. Supervise teachers in the K-8th grade classes as well as child development center staff. Create budget for the program and support/monitor federal contract with USDA as well as City Contracts. Monitor monthly statistics, records and supervise day to day running of both programs.

Jan. 96 – Nov. 2000 SafePlace

Director of Children's Services: Supervised, planned and budgeted for three separate children's programs at three different sites – Shelter, Supportive Housing and Resource Center. Began the children's therapeutic program which included supervision of three counselors. Supervised all the staff. Created and maintained the yearly budget including annual goals, objectives and management plan. Worked with partner agencies to meet the needs of all families involved with the agency. Worked with the grants team to continue to develop funds for the program. Internal and external collaboration on all levels.

Dec. 92 – Jan. 96 Center for Battered Women

Coordinator of Children's Services Shelter : Supervised children's staff at shelter, coordinated and planned for program, budget planning and management. Worked with a team of staff to meet the needs of the families living in the shelter.

Aug. 90 – Dec. 92 *Center for Battered Women*

Children's Activities Specialist: Ran therapeutic groups for domestic violence shelter children's program, supervised volunteers, planned and supervised recreational groups for children infant – 17 years old.

Sept. 89- Aug. 90 *Middle Earth Unlimited Inc.*

Intake Specialist: Did initial intake with children going into emergency youth shelter, information and referral hotline, and crisis intervention with youth running away from home.

TASK FORCES/WORK GROUPS

Children's Advocacy Task Force of the Texas Council on Family Violence – 1995-2000

Latina Task Force of the Texas Council on Family Violence – 1995 – 1998

Children and Homelessness Work Group – Region XIII – 2000 - 2002

Early Education and Care Planning Committee – Austin, Texas – 2000 – 2003

VOLUNTEER WORK

Austin Rape Crisis Center – Hospital Advocate - 1987

Center for Battered Women – Children's Program - 1988

Child Incorporated Head Start Program – Parent meeting facilitator - 1987, 1992, 1995, 1998, 2001

PRESENTATIONS AT TRAININGS/CONFERENCES AND WORKSHOPS

TCFV – Cross Cultural Programming, Children of Battered Women , And the Children Will Come Too, Working With Children of Latino Families with issues of Domestic Violence, Self Care for Advocates – 1989 – 1999

Region XIII – Working with Children of Domestic Violence, Impact and Intervention – What do we do about Children and Domestic Violence – 1998 – 2000

Austin Families - Children and Domestic Violence - 1998 – 2002

Main Presenter for Webb County Domestic Violence Task Force Group - Conference – 2000

MEMBERSHIPS

Association of Latinos in Social Work – Treasurer 2002- 2011, Co-Chair – 2002-2004, Texas Council on Family Violence – Children's Advocacy Task Force.

**SafePlace
Children's Activities Manager
September 2012**

Department: Children's Services
Reports to: Children's Services Director
FLSA Status: Exempt
Approved by: Human Resources, Children's Services Director
Approved Date: September 2012

The Children's Activities Manager supports the accomplishment of SafePlace's mission by providing recreational, social, and therapeutic services to children residing in the Family Shelter, Supportive Housing, and those receiving services through Resource Center. This is a full time exempt position that reports to Children's Services Director.

Major Responsibilities:

1. **Program Supervision:** Plans, implements, and supervises social, recreational, and therapeutic activities for children. Ensures these activities promote the safety, healing, and empowerment of survivors.
2. **Assessment:** Assesses the children's individual recreational and therapeutic needs. Assesses the physical, social, and emotional needs of children. Makes and reports observations of children's behaviors that may reflect significant issues. Provides counselors and advocates with information, observations, and documentation.
3. **Staffing:** Hires, trains, develops, evaluates, and terminates (in conjunction with program director) Children's Advocates for the Family Shelter Program.
4. **Communication:** Assists the program director to ensure communication so that program staff are aware of agency happenings, that management is fully aware of staff concerns, that others in the agency are informed of the program current procedures. Participates in multidisciplinary Family Shelter staffings, Children's Program staffings, and Kozmetsky Program staffings. Communicates proactively with staff in other programs to ensure that agency services are coordinated and working in tandem with each other. Conveys necessary information to staff in reference to the development of effective intervention strategies and gives recommendations that are in the best interest of child clients.
5. **Parent Support:** Communicates regularly with parents and works cooperatively in responding to the needs of children, as well as the whole family. Serves as a role model for positive interactions with child and parent; utilizes constructive (non-punitive) forms of discipline. Serves as a source of information for parents regarding community resources for children. May facilitate or co-facilitate a parenting support group/class.
6. **Leadership:** Serves on the supervisory team and other interagency and intra-agency committees and task forces as assigned to assist in agency planning, communication, problem solving and enhancement.
7. **Program evaluation and reporting:** Responsible for maintaining statistics and reporting outcomes and outputs for children's services at the Family Shelter, Supportive Housing, and the Resource Center.
8. **Risk:** Responsible for the ongoing assessment of potential risk to program clients, staff, volunteers, and interns during both onsite and off site programming. Works with staff to ensure proper notification of program risk. Reports all potential program risk to Children's Program Director or to Residential Services Director in absence of Children's Program Director.
9. **Volunteer Supervision:** Assists with Children's Program Volunteer Training up to three times a year. Responsible for the ongoing supervision and support of the volunteers working in the Family Shelter, Supportive Housing, and Resource Center.
10. **Other duties as assigned.**

General Requirements

1. Adheres to SafePlace's Confidentiality Policy and works with the Agency Mission and Statement of Values.
2. Complies with SafePlace's Standards of Conduct.
3. Communicates effectively.
4. Handles confidential information and has the ability to interact tactfully with employees at all levels concerning sensitive issues.
5. Responds appropriately to the cultural differences present among the organization's service population and staff. Sensitive to various ethnic and social backgrounds, beliefs and values
6. Attends all required meetings.
7. Completes all requisite paperwork, for program and administration.
8. Works as a team member, providing support as well as constructive feedback in interpersonal interactions.
9. Completes other duties as assigned.
10. Fulfills the essential functions of the position

Knowledge, Skills and Abilities

- Demonstrates appropriate skill level and capability in the operation of computers and general office software programs, including word-processing, spread-sheet, and database software, as required in your department.
- Pays careful attention to detail; works with accuracy and maintain neat, well-organized records
- Works cooperatively with external partners and constituencies.
- Maintains flexibility; working with frequent interruptions and multiple and changing priorities
- Demonstrates conviction about the capacity of people to grow and change
- Effectively organizes work to meet frequent and/or multiple deadlines, handle multiple tasks simultaneously, and manage conflicting priorities and demands
- Supervise employees effectively

Qualifications and Attributes

1. Minimum of Bachelor's degree in Education, Child Development, Social Work or related field or equivalent work experience. Must have at least three years of experience working with children.
2. Two years of supervisory experience in a comparable position.
3. Experience in program planning.
4. Knowledge of parenting skills, child development, family relations, and the network of children's services in the Austin area.
5. Knowledge of and the ability to identify child abuse and neglect and to respond appropriately.
6. Good organizational and problem solving skills.
7. Ability to respond in a constructive, supportive manner to children, women, and men in a crisis situation; sensitivity to varying cultural, ethnic, and social backgrounds, values, attitudes, and language.
8. Adequate personal health, social maturity, and emotional stability to fulfill the functions of the position.
9. Ability to lift 50 pounds; valid Texas Driver's License with a good driving record.

This job description is not intended to be all-inclusive. SafePlace reserves the right to revise or change duties as the need arises. This job description does not constitute a written or implied contract of employment.

I have read and understand this Job Description.

Employee Signature

Date

Supervisor Signature

Date

Veronica Villarreal

9401 S 1st St Apt 234
Austin, TX 78748

(512) 289-2128 (cell)
villarreal@safeplace.org

Professional Experience:

2009 – Present

SafePlace/Children's Activities Manager

- ♦ Supervise and maintain children's therapeutic, recreational and social activities and programming for the Shelter (including on-site Educational Program), Supportive Housing and Resource Center that promotes the safety, healing and empowerment of survivors that is responsive to the community's needs (within SafePlace means)
- ♦ Hire, train, develop, evaluate and terminate (in conjunction with supervisor) Children's Advocates; also participate in the hiring of on-site Educational Program teachers in conjunction with UT Charter
- ♦ Interview, supervise, and train Children's Program BSW interns
- ♦ Implement children's evening psycho-educational groups using curricula to provide opportunities for children to learn about domestic violence, healthy families, and basic safety skills
- ♦ Provide supervision to Children's Advocates and interns
- ♦ Assist the Program Director to ensure communication so that program staff are aware of agency happenings, that management is fully aware of staff concerns, that others in the agency are informed of the program current procedures. Communicate proactively with staff in other programs to ensure that agency services are coordinated and working in tandem with each other
- ♦ Serve as a liaison to the University Charter School system and SafePlace staff
- ♦ Serve on the shelter manager's team, the leadership team, (and other interagency and intra-agency committees and task forces as assigned) to assist in agency planning, communication, problem solving and enhancement
- ♦ Responsible for maintaining systems for documenting the effectiveness and efficiency of services. Ensure systems for counting, collecting and reporting on both program outputs and outcomes are in place and are operating effectively
- ♦ Responsible for the ongoing assessment of potential risk to program clients, staff and volunteers. Works with staff to ensure proper notification of program risk. Notifies the Director or Senior Director in her absence
- ♦ Responsible for the ongoing supervision and support of the volunteers working in the children's programs
- ♦ Ensures the completion all requisite agency and program paperwork for program, administration and communication purposes
- ♦ Works within the agency mission and philosophy, and adheres to agency policies, including confidentiality
- ♦ Additional duties as assigned

2006 – 2009

SafePlace/Children's Advocate

- ♦ Implemented afternoon structured & recreational activities for children residing in Emergency Shelter and Supportive Housing Program. Activities focused on building social skills, supporting healthy socialization, and discouraging violence/aggression
- ♦ Provided supervision for the children attending activities and role modeled positive interactions with adults and children
- ♦ Implemented children's evening psycho-educational groups using curricula to provide opportunities for children to learn about domestic violence, healthy families, and basic safety skills
- ♦ Assessed children's needs (individual/recreational, therapeutic, physical, social, and emotional) and provided counselor and advocates with information, observations, and documentation
- ♦ Provided resources for additional services for children receiving services from SafePlace (supervised computer time, homework help, etc.)

- ♦ Team participation by working with Shelter/Supportive Housing Advocates & Counselors to provide parents with information and observations about their children
- ♦ Encouraged positive parenting and offered parenting strategies for coping with discipline or other issues
- ♦ Supported Children's Program volunteers' participation in all aspects of the children's programming and activities through training, supervision, and feedback
- ♦ Additional duties as assigned

2004 – 2006 *TeleNetwork/Technical Service Representative*

- ♦ Provide internet service support for various Internet Service Providers
- ♦ Generate trouble reports for customers requiring a field technician visit
- ♦ Work with various departments to provide most efficient customer support

2003 – 2004 *San Marcos CISD/21st Century Grant Program Facilitator*

- ♦ Supervised instructional assistants (IA), volunteers, and tutors
- ♦ Prepared and submitted reports as needed for grant
- ♦ Organized adult computer literacy courses for adult community members
- ♦ Maintained documentation including monthly attendance records, student evaluations, payroll and lesson plans
- ♦ Established student activities such as a campus wide chess tournament, student showcase, and Family Night student showcase

2002 – 2003 *San Marcos CISD/21st Century Grant Program Assistant*

- ♦ Maintained documentation including monthly attendance sheets, student evaluations, and payroll
- ♦ Facilitated life skills group (Girl Power) for young girls aged 9 – 12
- ♦ Co-organized evening family events such as movie night, bingo night, and learning night
- ♦ Assisted Program Facilitator with other tasks as needed

2001 *Youth Service Bureau/Program Coordinator*

- ♦ Coordinated youth activities for Service and Outdoor Leadership (SOL) Program
- ♦ Submitted progress reports in accordance with funding requirements
- ♦ Recruited program participants for SOL program
- ♦ Facilitated youth in planning and implementing service projects

Volunteer & Internship Experience:

2006 *SafePlace/Children's Program Intern*

- ♦ Assist Children's Staff with after school activities
- ♦ Facilitate and co-facilitate psycho-educational activities for youth in programs
- ♦ Completed 40-hour Volunteer Training and Children's Program Training
- ♦ Created data collection spreadsheet to maintain stats of Children's Program
- ♦ Completed intakes and exits of children ages 4 and up

2002 & 2005 *Camp Café/San Marcos, TX*

- ♦ Planned recreational activities for youth and adult buddies
- ♦ Served as Adult Buddy for youth attending camp

2000 *San Marcos Youth Service Bureau/San Marcos, TX*

- ♦ Tutored participants with homework
- ♦ Assisted program facilitators with recreational activities

Trainings & Certifications:

CPR, First Aid, & Water Safety Certified
 The Mandt System, Putting People First
 Satori Alternatives to Managing Aggression (SAMA)
 Nurturing Program Child Facilitation
 Low & High Elements Challenge Course Facilitation

CPR Resources
 The Mandt System®
 Austin Children's Shelter
 Casa Esperanza
 Peak Experience

Education: May 2006

Texas State University/San Marcos, TX

- ♦ Bachelors in Social Work

SafePlace
SURVIVOR ADVOCATE
January 1, 2013

Department: Community Services
Reports to: Survivor Advocacy Manager
FLSA Status: Exempt
Approved by: Human Resources, Senior Director of Community Services
Approved Date: January 1, 2013

The Survivor Advocate serves as a resource person/caseworker to clients requesting case management services from SafePlace to help with their immediate and concrete needs through information and referral, and advocacy. The Survivor Advocate will also provide Passages program services. The Passages Collaboration is funded through the U.S. Department of Housing and Urban Development (HUD). The Passages Collaboration is collaboration with six local non-profit agencies that provide intensive case management, financial assistance and support services to people who are homeless. The lead agency in the collaboration is The Salvation Army. The position will also provide program services via other community collaborations such as Best Single Source (BSS) Plus and/or other community partnerships. The goal for the SafePlace Survivor Advocate is to serve domestic violence and/or sexual assault survivors by helping them obtain resources and self-sufficiency skills to obtain safe, permanent housing and to maintain their independent housing.

Major Responsibilities

1. Provides short- and long-term case management to both residential and non-residential clients including safety planning and housing permanency.
2. Screens and determines client eligibility for services and when appropriate matches clients with various financial assistance programs (e.g. the Passages program, Best Single Source Plus Program). Maintains required documentation for assistance programs.
3. Meets individually with clients to help with immediate problem solving to assess with concrete needs, to provide information and referral services, to help clients set short-term goal plans and to assist them in accessing needed resources.
4. Assist participants in acquiring skills necessary to maintain independent housing – includes budgeting, identifying and seeking needed resources, accessing training, life skills, etc.
5. For Passage participants, staff works to help clients remain in independent housing for up to 6 months after acquiring permanent housing. Requires ongoing monitoring and home visits.
6. Assists clients with completing Crime Victims Compensation applications and advocates within that system.
7. Maintains current information about local social service agencies; medical, legal, housing, transportation, financial support/funding options, crisis services, educational, employment, mental health, childcare, and others.
8. Regularly coordinates client services with other direct client services staff.
9. Provides information and referral services, and other advocacy services via telephone.
10. Updates and with help from other program members maintains the waiting list for the Survivor Advocacy Program.
11. Facilitates Group Advocacy Sessions throughout the month on self-sufficiency topics such as Housing Resources, Legal Resources, Financial Assistance Resource, and Employment.
12. Refers and schedules interested clients to the Group Advocacy Sessions.
13. Participates in Passages Collaboration meetings, Survivor Advocacy meetings, and other staff meetings as required for the success of the program.

14. Other duties as assigned.

General Requirements

1. Adheres to LIFT Alliance and SafePlace's Confidentiality Policy and works with the Agency Mission and Statement of Values.
2. Complies with SafePlace's Standards of Conduct.
3. Communicates effectively.
4. Handles confidential information and has the ability to interact tactfully with employees at all levels concerning sensitive issues.
5. Responds appropriately to the cultural differences present among the organization's service population and staff. Sensitive to various ethnic and social backgrounds, beliefs and values
6. Attends all required meetings.
7. Completes all requisite paperwork, for program and administration.
8. Works as a team member, providing support as well as constructive feedback in interpersonal interactions.
9. Completes other duties as assigned.
10. Fulfills the essential functions of the position

Knowledge, Skills and Abilities

- Demonstrates appropriate skill level and capability in the operation of computers and general office software programs, including word-processing, spread-sheet, and database software, as required in your department.
- Pays careful attention to detail; works with accuracy and maintain neat, well-organized records.
- Works cooperatively with external partners and constituencies.
- Maintains flexibility; working with frequent interruptions and multiple and changing priorities.
- Demonstrates conviction about the capacity of people to grow and change.

Qualifications

1. Bachelor's degree in Social Work or related field and two years experience in human services is required; however, two years of professional experience in human services may be substituted for each year of bachelor's level education.
2. Knowledge of sexual assault and/or domestic violence required.
3. Knowledge of Austin social services required.
4. Experience with supportive/peer counseling helpful.
5. Valid Texas driver's license and dependable transportation.

This job description is not intended to be all-inclusive. SafePlace reserves the right to revise or change duties as the need arises. This job description does not constitute a written or implied contract of employment.

I have read and understand this Job Description.

Employee

Date

Supervisor

Date

SafePlace
Child Protective Services Advocacy Coordinator
January 1, 2010

Department: Survivor Advocacy
Reports to: Senior Director of Community Services
FLSA Status: Exempt
Approved by: Human Resources, Senior Director of Community Services
Approved Date: January 1, 2010

The position is responsible for providing expert support and advocacy for staff and clients of the HHSC-CPS Investigations Unit when families have a critical overlap of partner violence in the home.

Major Responsibilities

1. Provides consultation to CPS caseworkers as requested on cases where a history of domestic violence in the household presents a barrier to protective parenting.
2. Provide safety assessment and facilitate access to supportive family violence services for victims of partner violence.
3. Create individual safety plans for the protective parent.
4. Facilitate shelter for the protective parent as needed.
5. Provide information about current trends in screening and resources for survivors of partner violence to CPS staff in various methods and formats. .
6. Provide information about current trends in protective parenting and child abuse issues to the SafePlace staff in various methods and formats..
7. Assist the protective parent in the protective order process as needed.
8. Provide case advocacy, basic needs referrals and phone support to the protective parent.
9. Maintain current information about local social services agencies: medical, legal, housing, parenting, financial support, educational, counseling, and others.
10. Plans and implements educational classes around the issues of domestic violence and protective parenting to CPS and SafePlace clients.
11. Stay abreast of application processes, enrollment procedures and any new information about frequently used social services.
12. Assist clients using resources through advocacy, phone calls and providing information.
13. Facilitates regularly scheduled training on domestic violence issues to CPS staff.
14. Acts as a liaison between SafePlace and CPS staff around case coordination including attending any relevant meetings with those agencies and/or meetings involving child abuse issues.

Knowledge, Skills and Abilities

- Demonstrates appropriate skill level and capability in the operation of computers and general office software programs, including word-processing, spread-sheet, and database software, as required in your department.
- Pays careful attention to detail; works with accuracy and maintain neat, well-organized records.
- Works cooperatively with external partners and constituencies.
- Maintains flexibility; working with frequent interruptions and multiple and changing priorities.
- Demonstrates conviction about the capacity of people to grow and change.

General Requirements

1. Adheres to SafePlace's Confidentiality Policy and works with the Agency Mission and Statement of Values.
2. Complies with SafePlace's Standards of Conduct.
3. Communicates effectively.
4. Adheres to HHSC confidentiality requirements.

5. Handles confidential information and has the ability to interact tactfully with employees at all levels concerning sensitive issues.
6. Responds appropriately to the cultural differences present among the service population and staff. Sensitive to various ethnic and social backgrounds, beliefs and values
7. Attends all required meetings.
8. Completes all requisite paperwork, for program and administration.
9. Works as a team member, providing support as well as constructive feedback in interpersonal interactions.
10. Completes other duties as assigned.
11. Fulfills the essential functions of the position

Qualifications

1. Bachelor's Degree in Social Work or related field and 2 years casework experience required.
2. Experience working with individual women required.
3. Experience and/or education that pertains to working with children with an understanding of their developmental skills required.
4. One year of training or community education experience required.
5. Bilingual (English/Spanish) required.
6. Knowledge or background in the topics of sexual assault, domestic violence, poverty, and disability preferred.
7. Experience with the CPS system preferred.

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I have read and understand this Job Description.

Employee Signature

Date

Supervisor Signature

Date

**SafePlace
Survivor Advocacy Manager
December 9, 2013**

Department: Community Services
Reports to: Senior Director of Community Services
FLSA Status: Exempt
Approved by: Human Resources, Senior Director of Community Services
Approved Date: January 1, 2014

The Survivor Advocacy Manager is responsible for the supervision of Survivor Advocacy Program staff. The position is also responsible for program planning and evaluation and community collaboration.

Major Responsibilities:

1. Hire, train, supervise and provide ongoing support to Survivor Advocacy staff with assistance from the program director.
2. Assist the program director with ongoing planning, implementation and evaluation for the Advocacy programs.
3. Develop and monitor tracking systems, prepare required reports and conduct regular reviews of client files to ensure compliance with funding source guidelines.
4. Participate in regular review of policies and procedures.
5. Act as agency liaison for multiple program collaborations (Passages, Best Single Source, etc.) and attend respective meetings.
6. Facilitates weekly Survivor Advocacy Team meetings.
7. Provide administrative program support including authorizing DCAs for staff, approving time sheets and ordering supplies.
8. Coordinate with shelter staff and program director on the application processes for transitional and permanent housing programs.
9. Carry a reduced advocacy caseload providing assistance with employment, child care, housing, medical and legal issues (half-time direct service).
10. Manage goodwill voucher and gift card assistance programs for the Survivor Advocacy program.
11. Attend and participate in other team and departmental meetings as needed to ensure quality service provision to clients.
12. All other duties as assigned.

General Requirements

1. Adheres to SafePlace's Confidentiality Policy and works with the Agency Mission and Statement of Values.
2. Complies with SafePlace's Standards of Conduct.
3. Communicates effectively.
4. Handles confidential information and has the ability to interact tactfully with employees at all levels concerning sensitive issues.
5. Responds appropriately to the cultural differences present among the organization's service population and staff. Sensitive to various ethnic and social backgrounds, beliefs and values
6. Attends all required meetings.
7. Completes all requisite paperwork, for program and administration.
8. Works as a team member, providing support as well as constructive feedback in interpersonal interactions.
9. Completes other duties as assigned.
10. Fulfills the essential functions of the position

Knowledge, Skills and Abilities

- Demonstrates appropriate skill level and capability in the operation of computers and general office software programs, including word-processing, spread-sheet, and database software, as required in your department.
- Pays careful attention to detail; works with accuracy and maintain neat, well-organized records
- Works cooperatively with external partners and constituencies.
- Maintains flexibility; working with frequent interruptions and multiple and changing priorities
- Demonstrates conviction about the capacity of people to grow and change
- Effectively organizes work to meet frequent and/or multiple deadlines, handle multiple tasks simultaneously, and manage conflicting priorities and demands
- Supervise employees effectively

Qualifications

1. Master's degree in Social Work preferred; four years of experience in social services can be substituted for education.
2. Two years experience in the coordination of social service program.
3. Two years supervisory experience preferred.
4. Knowledge of community resources.
5. Knowledge of and experience with domestic violence, sexual assault and/or homelessness.
6. Bilingual in English/Spanish preferred.

This job description is not intended to be all-inclusive. SafePlace reserves the right to revise or change duties as the need arises. This job description does not constitute a written or implied contract of employment.

I have read and understand this Job Description.

Employee

Date

Supervisor

Date

**SafePlace
COMMUNITY ADVOCACY DIRECTOR**

Department: Community Advocacy
Reports to: Chief Program Officer
FLSA Status: Exempt
Approved by: Human Resources, Executive Director
Approved Date: October 27, 2009

The Community Advocacy Director develops community advocacy programs and participating in systems level planning and evaluation processes.

Major Responsibilities

1. Plan and implement community advocacy strategies to increase community response to the crimes of sexual assault and family violence, to encourage dialogue on effectively countering these crimes, to promote actions which assist victims and hold abusers and offenders accountable, and to spread awareness of SafePlace and allied services.
2. Work with organizations and systems to increase the effectiveness of local responses to the crime of sexual assault and family violence, to advocate for survivors' rights, and to support the development of community-based collaborations.
3. Serve as agency representative on local task forces and maintain SafePlace's vision and leadership within these groups.
4. Serve as the coordinator of the Family Violence Protection Team.
5. Provide professional trainings and community education as requested.
6. Manage the overall operations of the department and ensure the department meets contractual and stated goals.
7. Supervise the Sexual Assault Community Advocacy Coordinator.
8. Supervises the Legal Services Manager.
9. Provide a limited amount of direct service to clients through telephone counseling and advocacy, intakes, and follow-up.
10. Work with Management Team to develop an annual budget; monitor expenditures within the department to stay within approved budget.
11. Participate as a member of the Community Collaborations Team.
12. Coordinate primary prevention efforts with the agency's Primary Prevention Coordinator (Community Education Director). Conducts primary prevention approved activities including educational sessions and professional training.
13. Inform appropriate staff immediately of any existing or potential risks to clients, staff, volunteers, or the organization.
14. Assist with the Volunteer Training Program as requested.
15. Perform other duties as may be assigned.

General Requirements

1. Adheres to SafePlace's Confidentiality Policy and works with the Agency Mission and Statement of Values.
2. Complies with SafePlace's Standards of Conduct.
3. Communicates effectively.
4. Handles confidential information and has the ability to interact tactfully with employees at all levels concerning sensitive issues.
5. Responds appropriately to the cultural differences present among the organization's service population and staff. Sensitive to various ethnic and social backgrounds, beliefs and values
6. Attends all required meetings.
7. Completes all requisite paperwork, for program and administration.
8. Works as a team member, providing support as well as constructive feedback in interpersonal interactions.
9. Completes other duties as assigned.
10. Fulfills the essential functions of the position

Knowledge, Skills and Abilities

- Demonstrates appropriate skill level and capability in the operation of computers and general office software programs, including word-processing, spread-sheet, and database software, as required in your department.
- Pays careful attention to detail; works with accuracy and maintain neat, well-organized records
- Works cooperatively with external partners and constituencies.
- Maintains flexibility; working with frequent interruptions and multiple and changing priorities
- Demonstrates conviction about the capacity of people to grow and change
- Effectively organizes work to meet frequent and/or multiple deadlines, handle multiple tasks simultaneously, and manage conflicting priorities and demands
- Supervise employees effectively
- Prepares and reviews programmatic and/or agency budget reports.
- Analyzes problems and devises effective solutions based on sound judgment
- Works independently, exercises initiative, and accomplishes tasks without continuous supervision
- Plans procedures and coordinates complex departmental operations; Demonstrates emphasis on improving quality of staff, systems, and environment
- Sets measurable goals and evaluates achievement of goals.
- Gives and receives feedback and evaluation as an improvement tool
- Actively and cooperatively participates in self-directed management teams or groups

Qualifications

1. Master's degree in Social Work or related field preferred.
2. Demonstrated successful experience in managing social service programs and two (2) years' experience supervision of staff.
3. Demonstrate experience and initiative in program development and design.
4. Excellent public speaking, writing and analytical skills for reports, presentations, and advocacy materials.
5. Knowledge of issues related to violence against women, sexual assault, and domestic violence.
6. Experience working with law enforcement, legal, judicial, health care systems and state agencies preferred.

This job description is not intended to be all-inclusive. SafePlace reserves the right to revise or change duties as the need arises. This job description does not constitute a written or implied contract of employment.

I have read and understand this Job Description.

Name

Signature

Date

Name

Signature

Date

Coni Huntsman Stogner

Summary of qualifications

I have over twenty years of program management experience in the social services field. Through my employment history, I have developed strong planning, organizational, supervisory & communication skills. I am efficient, hard-working & especially enjoy collaborative work & program design.

Work experience

SafePlace
Austin, TX

Senior Director of Community Services

Oct. 2012 – Present

- Responsible for oversight, planning/implementation & evaluation of multiple direct service programs including legal & hospital advocacy, survivor advocacy (residential & non-residential case management), CPS Advocacy, adult education programs & PlanetSafe, a supervised visitation & exchange center
- Hire, train & supervise program directors & managers who oversee direct services staff
- Serve as agency representative to multiple task forces & coalitions on related issue areas including interpersonal violence & homelessness
- Provide leadership & coordination of larger agency planning & direct service program implementation

Director of Transitional Services

Jun 2005 – Oct 2012

- Responsible for the planning, implementation & evaluation of the Supportive Housing Program, Resource Advocacy & Passages programs (case management) & Life Skills
- Served on Client Services Team which planned & evaluated multiple direct service programs across the agency
- Hired, trained & supervised managers & advocates.
- Served on agency Risk Assessment Team

Manager of Family Advocacy

Jun 2002 – Jun 2005

- Responsible for the planning, implementation & evaluation of the family advocacy (case management) program at the emergency shelter
- Hired, trained & supervised family advocates who supported/assisted clients with housing, childcare, employment, legal issues & basic needs
- Assist with the scheduling & coordination of an on-site medical clinic
- Coordinate monthly agency-wide advocates meetings for the purpose of information sharing around community resources

Legal Advocate/Community Educator

Jan 2002 – Jun 2002

- Provided advocacy & support to victims of domestic violence as they navigated the court system
- Collaborated with staff from the Travis County Attorney's Office on protective order & misdemeanor family violence cases
- Provided presentations to the community on domestic violence & sexual assault
- Served as the agency liaison for all community education presentations & fairs.

Family Violence Protection Team Coordinator

Jan 2000 – Dec 2001

- Coordinated a community-wide collaboration of law enforcement, legal & social service agencies
- Responsible for data collection & grant reporting, & assisted with Team grant applications
- Facilitated Team meetings on many levels including supervisor, director & executive

director levels

- Planned & coordinated on-going training for Team members
- Scheduled, trained & coordinated teachers for Project Options, a multi-agency collaboration which provided educational classes to victims wishing to drop criminal charges or protective orders

Coordinator of Volunteer Services

Nov 1997 – Jan 2000

- Responsible for the successful merging of the sexual assault & domestic violence volunteer programs & training.
- Facilitated volunteer training on a quarterly basis
- Recruited, trained & placed volunteers with agency programs

Hotline Advocate

Jan 1996 – Nov 1997

- Received calls nationwide from victims of domestic violence, their friends & family members, service providers & media
- Provided empowerment based advocacy & non-judgmental services to callers
- Assisted with relief staff & volunteer training.

National Domestic Violence
Hotline
Austin, TX

Volunteer Coordinator

Nov 1991 – Aug 1995

- Recruited, trained and scheduled over 100 volunteers
- Developed & implemented a 30-hour training which focused on crisis intervention & peer counseling skills
- Assisted with the coordination of national & statewide media campaigns.
- Planned on-going volunteer recognition events

National Runaway Hotline/Office
of the Governor
Austin, TX

Education

Aug 1994 *St. Edwards University*, Master of Arts in Human Services, Psychological & Sociological Services, Graduated with a 4.0 GPA

Dec 1989 *The University of Texas at Austin*, Bachelor of Arts in Psychology with a Minor in Sociology

**Other Related
Responsibilities**

Jan 2000 – Jun 2001, Co-Chair of the Advocacy & Outreach Committee of the Austin/Travis County Family Violence Task Force

Jun 2001 – Jun 2003, Co-Chair, Austin/Travis Co. Family Violence Task Force

Nov 2009 – Jun 2011, Co-Chair, Austin/Travis County Homelessness Task Force

Oct 2010 – Dec 2011, Co-Chair of Homelessness Prevention/Housing Stability Subcommittee, a joint workgroup of Travis County Basic Needs Coalition & ECHO (Ending Community Homelessness Coalition)

References:

Gretta Gardner, Director of Family Violence, Travis County, 512-854-5484

Erin Martinson, Chief, Protective Order Division, Travis Co., 512-854-9594

Kelly White, Executive Director, Austin Children's Shelter, 512-289-1005

**SafePlace
Chief Financial Officer
February, 2010**

Department: Finance
Reports to: Executive Director
FLSA Status: Exempt
Approved by: Human Resources, Executive Director
Approved Date: February 8, 2010

Major Responsibilities

1. Ensures that daily financial service operations of the organization are carried out in an efficient, effective, and timely manner, with adequate internal controls and cost containment programs.
2. Ensures appropriate use and maintenance of accounting software.
3. Supervises preparation of reports that reflect the results of operations in an understandable and useful manner, while complying with various internal and external reporting requirements.
4. Develops financial management policies for review and approval by the Executive Director and the Board of Directors.
5. Supervises and completes accounting activities; develops accounting policies and procedures to implement financial management policies and ensure that policies and procedures are in accordance with AICPA accounting standards, appropriate grant requirements, and IRS and state regulations.
6. Responsible for payroll and all related activity, including:
 - working closely with Human Resources to ensure that employee hire and termination dates, pay rates, leave accrual rates and balances, payroll deductions, and related payroll information is complete and accurate;
 - ensuring that payroll worksheets are maintained and sent to Human Resources in a timely manner;
 - timely and accurate production of all payroll processes, including calculation of salary and status changes, data entry, check printing and distribution, transmission of Direct Deposit, and transfers of entries to accounting;
 - ensuring quick and effective response to all employee questions regarding payroll;
 - timely and accurate tax deposits, related tax reports and all associated journal entries;
 - timely and accurate reporting of benefits and deduction information to Human Resources for reconciliation with billings, and to Accounts Payable for payment;
 - work closely with Grant Management to ensure that payroll costs are distributed to the correct program and source codes;
 - timely and accurate production of quarterly and annual payroll reports to governmental agencies, including the production of W2s, related forms and data transmission;
 - maintaining all payroll records and files in an orderly and logical manner, with exceptional attention to detail and a high degree of confidentiality.
7. Implements and documents banking and investment activities to ensure a reasonable rate of return on cash and investments with a minimal risk.
8. Responsible for the preparation of the annual operating budget, including the development and implementation of budgetary programs which provide useful tools for managing the resources of the agency. Such budgetary programs provide program directors and managers with the necessary tools to manage their budgets and control the costs of their programs.
9. Responsible for preparation of annual financial reports and provision of assistance and timely information to external auditors for completion of the annual financial audit.
10. Responsible for the acquisition and administration of agency property, liability and workers compensation insurances.
11. Provides adequate and timely finance and accounting information for Executive Director communication to the Board of Directors.

12. Responsible for the provision of financial information and support to the Finance Committee of the Board of Directors with direction from the Executive Director.
13. Responsible for review of Grove Place finances and provision of financial information to the Grove Place Board of Directors and the Chief Operating Officer, with direction from the Executive Director.
14. Member of the SafePlace management team, responsible for the efficient and effective operations of the agency.
15. Authority to hire and fire positions supervised with concurrence of the Executive Director.

General Requirements

1. Adheres to SafePlace's Confidentiality Policy and works with the Agency Mission and Statement of Values.
2. Complies with SafePlace's Standards of Conduct.
3. Communicates effectively.
4. Handles confidential information and has the ability to interact tactfully with employees at all levels concerning sensitive issues.
5. Responds appropriately to the cultural differences present among the organization's service population and staff. Sensitive to various ethnic and social backgrounds, beliefs and values
6. Attends all required meetings.
7. Completes all requisite paperwork, for program and administration.
8. Works as a team member, providing support as well as constructive feedback in interpersonal interactions.
9. Completes other duties as assigned.
10. Fulfills the essential functions of the position

Knowledge, Skills and Abilities

- Demonstrates appropriate skill level and capability in the operation of computers and general office software programs, including word-processing, spread-sheet, and database software, as required in your department.
- Pays careful attention to detail; works with accuracy and maintain neat, well-organized records
- Works cooperatively with external partners and constituencies.
- Maintains flexibility; working with frequent interruptions and multiple and changing priorities
- Demonstrates conviction about the capacity of people to grow and change
- Effectively organizes work to meet frequent and/or multiple deadlines, handle multiple tasks simultaneously, and manage conflicting priorities and demands
- Supervise employees effectively
- Prepares and reviews programmatic and/or agency budget reports.
- Analyzes problems and devises effective solutions based on sound judgment
- Works independently, exercises initiative, and accomplishes tasks without continuous supervision
- Plans procedures and coordinates complex departmental operations; Demonstrates emphasis on improving quality of staff, systems, and environment
- Sets measurable goals and evaluates achievement of goals.
- Gives and receives feedback and evaluation as an improvement tool
- Actively and cooperatively participates in self-directed management teams or groups.

Qualifications

1. Requires a Bachelor's degree, preferably in Accounting, Business Administration, Finance, or a related field.
2. Minimum five years experience in progressively more responsible positions in accounting or financial management.

3. Specific background in managing accounting and financial systems in a non-profit environment using fund accounting and budgeting.
4. Experience in supervising staff and providing direction in such a manner as to produce productive and efficient operations.

This job description is not intended to be all-inclusive. SafePlace reserves the right to revise or change duties as the need arises. This job description does not constitute a written or implied contract of employment.

I have read and understand this Job Description.

Employee

Date

Supervisor

Date

LIFT Alliance
GRANTS FINANCIAL MANAGER
March 22, 2013

Department: Finance
Reports to: Chief Financial Officer
FLSA Status: Exempt
Approved by: Human Resources, Chief Financial Officer
Approved Date: March 22, 2013

The Grants Financial Manager manages all financial aspects of the government grants functions of LIFT Alliance. The Grants Financial Manager is responsible for governmental grants budgeting, billing, reporting, revisions, and file maintenance. Responsibilities include provision of financial information to support philanthropic grant application and reporting. Additional duties include cash account reconciliation.

Major Responsibilities

1. Submit financial reports, billings, and budget revisions to grantors to comply with contract requirements and to expedite the receipt of eligible grant funds.
2. Assist accounting staff with proper coding of grants receipts.
3. Ensure that only allowable costs are expensed to grants.
4. Monitor grants program timelines to ensure that applicable deadlines are met.
5. Monitor sub-contractor billings and advise when payments to sub-contractors can be made.
6. Reconcile grants revenue and expenditure accounts with source, program and general ledger codes.
7. Reconcile the payroll distribution of allowable percentages for personnel to contract budgets.
8. Work closely with the Chief Financial Officer and Payroll Manager to ensure that personnel costs are distributed to the correct program and source codes.
9. Report salary information by funder source on a timely and accurate basis.
10. Initiate changes needed to facilitate the most efficient use of available grant funding.
11. Provide regular input to the grants application process to ensure that budgeted expenses are funded to the greatest degree feasible.
12. Coordinate grant financial monitoring activities. Meet with monitors, work with finance staff to provide requested documentation and information, and work with Chief Financial Officer to prepare appropriate responses to financial findings. Communicate findings to appropriate staff and initiate needed process changes.
13. Attend workshops and training seminars to stay informed of changes. Relay information to appropriate staff to ensure that procedures comply with requirements.
14. Prepare all necessary grant related schedules for the annual external financial audit.
15. Prepare and maintain the "Sources and Uses" document to facilitate the identification of budget lines which need funding. The document is prepared the new annual budget is approved and revised as new sources of funding are obtained.
16. Prepare all necessary calculations for program grant revenue budgets.
17. Communicate grant information to management in a regular and informative manner.
18. Work with Chief Financial Officer and other staff to ensure new grant contracts are reviewed and grant reporting, special conditions and other specific information needs are communicated to appropriate staff.
19. Reconcile bank accounts on a monthly basis.
20. Provide backup for finance and accounting functions in the absence of other staff members.
21. Demonstrate a commitment to adherence to Mission, Vision, and Guiding Principles of the organization.
22. Other duties as assigned.

General Requirements

1. Adheres to the organization's Confidentiality Policy and works within the Agency Mission and Statement of Values.
2. Complies with the organization's Standards of Conduct.
3. Communicates effectively.
4. Handles confidential information and has the ability to interact tactfully with employees at all levels concerning sensitive issues.
5. Responds appropriately to the cultural differences present among the organization's service population and staff. Sensitive to various ethnic and social backgrounds, beliefs and values
6. Attends all required meetings.
7. Completes all requisite paperwork.
8. Works as a team member, providing support as well as constructive feedback in interpersonal interactions.
9. Completes other duties as assigned.
10. Fulfills the essential functions of the position

Knowledge, Skills and Abilities

- Demonstrates appropriate skill level and capability in the operation of computers and general office software programs, including word-processing, spread-sheet, and database software, as required in your department.
- Pays careful attention to detail; works with accuracy and maintains neat, well-organized records.
- Works cooperatively with external partners and constituencies.
- Maintains flexibility; working with frequent interruptions and multiple and changing priorities.
- Demonstrates conviction about the capacity of people to grow and change.

Qualifications

1. Degree in accounting or equivalent experience in a related position.
2. Knowledge of governmental grant programs with relevant job experience.
3. Good working knowledge of accounting software capabilities. Knowledge of Sage-MIP Fund Accounting software preferred.
4. Strong organization and problem solving skills.
5. Ability to take initiative in addressing issues that need improvement.
6. Ability to work unsupervised.
7. Ability to effectively manage multiple priorities.

This job description is not intended to be all-inclusive. LIFT Alliance reserves the right to revise or change duties as the need arises. This job description does not constitute a written or implied contract of employment.

I have read and understand this Job Description.

Employee Signature

Date

Supervisor Signature

Date

LIFT Alliance
PAYROLL/ACCOUNTING MANAGER
April, 2014

Department: Finance
Reports to: Chief Financial Officer
FLSA Status: Exempt
Approved by: Human Resources, Chief Financial Officer
Approved Date: April, 2014

The Payroll/Accounting Manager supports the mission of LIFT Alliance in performing all aspects related to payroll preparation, reconciliation and distribution as well as employee benefit reconciliation, approval and integration into payroll. The position is responsible for the payment of taxes, accounting functions and other accounting duties as assigned.

Major Responsibilities

1. Work closely with Human Resources to ensure that employee hire and termination dates, pay rates, leave accrual rates and balances, payroll deductions, and related payroll information is complete and accurate.
2. Maintain payroll worksheets and transmit to Human Resources in a timely manner.
3. Timely and accurate production of all payroll processes, including calculation of salary and status changes, data entry, check printing and distribution, transmission of direct deposit files, and transfers of entries to accounting.
4. Respond quickly and effectively to all employee questions regarding payroll.
5. Timely and accurate tax deposits, related tax reports and all associated journal entries.
6. Timely and accurate reporting of benefits and deduction information to Human Resources for reconciliation with billings, and to Accounts Payable for payment.
7. Work closely with Grant Management to ensure that salary amounts are distributed to the correct program and source codes.
8. Timely and accurate production of quarterly and annual payroll reports to governmental agencies, including the production of W2s, related forms and data transmission.
9. Maintain all payroll records and files in an orderly and logical manner, with exceptional attention to detail and a high degree of confidentiality.
10. Reconcile general ledger accounts as assigned
11. Support accounts payable document posting as needed to expedite month end closing
12. Support receipt document posting as needed to expedite month end closing
13. Liaison with Abila/MIP help desk for software maintenance and trouble-shooting problems, stay abreast of software updates, and train other personnel in necessary procedure changes.
14. Provide support for assigned finance and accounting functions in the absence of other staff members.
15. Other duties as may be assigned.

General Requirements

1. Adheres to the organization's Confidentiality Policy and works within the Agency Mission and Statement of Values.
2. Complies with the organization's Standards of Conduct.
3. Communicates effectively.
4. Handles confidential information and has the ability to interact tactfully with employees at all levels concerning sensitive issues.
5. Responds appropriately to the cultural differences present among the organization's service population and staff. Sensitive to various ethnic and social backgrounds, beliefs and values
6. Attends all required meetings.
7. Completes all requisite paperwork.
8. Able to lift file boxes, bend and stoop to access files.

9. Works as a team member, providing support as well as constructive feedback in interpersonal interactions.
10. Completes other duties as assigned.
11. Fulfills the essential functions of the position

Knowledge, Skills and Abilities

- Demonstrates appropriate skill level and capability in the operation of computers and general office software programs, including word-processing, spread-sheet, and database software, as required in your department.
- Pays careful attention to detail; works with accuracy and maintains neat, well-organized records.
- Works cooperatively with external partners and constituencies.
- Maintains flexibility; working with frequent interruptions and multiple and changing priorities.
- Demonstrates conviction about the capacity of people to grow and change.

Qualifications

1. Degree in accounting or equivalent experience in a related position.
2. Good working knowledge of accounting and spreadsheet software capabilities. Knowledge of Abila-MIP Fund Accounting software preferred.
3. Strong organization and problem solving skills.
4. Ability to take initiative in addressing issues that need improvement.
5. Ability to work unsupervised with effective communication.
6. Ability to effectively manage multiple priorities.

This job description is not intended to be all-inclusive. LIFT Alliance reserves the right to revise or change duties as the need arises. This job description does not constitute a written or implied contract of employment.

I have read and understand this Job Description.

Employee Signature

Date

Supervisor Signature

Date

The LIFT ALLIANCE
ACCOUNTING ASSISTANT/FINANCE PROGRAM
December, 2012

Department: Finance Program
Reports to: Grants Financial Manager
FLSA Status: Non-Exempt
Approved by: HR Director, Chief Financial Officer
Approved Date: December, 2012

The Accounting Assistant/Finance Program provides clerical and administrative support to the Finance Program by performing administrative, clerical and basic accounting tasks.

Major Responsibilities

1. Provides general office support to the Finance Program as directed by the Grants Financial Manager.
2. Manages office supply needs for the Finance program: monitors stock levels, orders, distributes and stores supplies.
3. Manages Finance Program files: ensures consistent organization, archiving and discarding procedures are followed; manages/updates/creates archive database; establishes a consistent method for retrieval; maintains records of retention; rotates and boxes files; associated tasks.
4. Assists with grants financial duties: set-up and management of grant files; data entry in Excel and MIP accounting software; review grant files to update grant contact, address information, and audit mail-out information; and grant report procedures.
5. Enforces security of grant document files: files grant related documents and correspondence; assists staff by retrieving grant files, logs grant files out to staff and ensures files are returned.
6. Assists Finance Program staff: data input; printing/distributing checks, entering journal vouchers and cash receipts, preparing bank deposits, printing/distributing reports, making copies, and filing.
7. Utilizes MS Word and Excel: creates/updates/maintains databases for file labels, mailing lists and other data; updates/creates spreadsheets for various tracking purposes; produces and prints labels, letters, etc.
8. Runs errands as needed: may include bank deposit, mail and document delivery.
9. Works as an effective team member: ensures the efficient operation of the Finance program; takes initiative to be cross-trained to perform necessary tasks when fellow team members are absent; maintains a flexible and willing attitude.
10. Other duties as assigned.

General Requirements

1. Adheres to SafePlace's Confidentiality Policy and works with the Agency Mission and Statement of Values.
2. Complies with SafePlace's Standards of Conduct.
3. Communicates effectively.
4. Handles confidential information and has the ability to interact tactfully with employees at all levels concerning sensitive issues.
5. Responds appropriately to the cultural differences present among the organization's service population and staff. Sensitive to various ethnic and social backgrounds, beliefs and values
6. Attends all required meetings.
7. Completes all requisite paperwork, for program and administration.
8. Works as a team member, providing support as well as constructive feedback in interpersonal interactions.
9. Completes other duties as assigned.
10. Fulfills the essential functions of the position

Qualifications

1. Requires high school graduation or GED.
2. At least five (5) years' experience in Accounts Payable or similar position, including proficiency with MS Office software and data entry.
3. Non-profit or complicated coding systems experience preferred.
4. Experience with accounting software, particularly Sage/MIP Accounting software, is advantageous.
5. 10-key proficient and excellent typing skills.

6. Good written and verbal communication skills.
7. Excellent attention to detail.
8. Ability to lift/carry heavy file boxes.

This job description is not intended to be all-inclusive. SafePlace reserves the right to revise or change duties as the need arises. This job description does not constitute a written or implied contract of employment.

I have read and understand this Job Description.

Name

Signature

Date

LIFT Alliance
ACCOUNTING COORDINATOR
November 18, 2013

Department: Finance
Reports to: Chief Financial Officer
FLSA Status: Exempt
Approved by: Human Resources, Chief Financial Officer
Approved Date: November 20, 2013

The Accounting Coordinator supports financial aspects of government and philanthropic grant and reimbursement functions of LIFT Alliance and is responsible for grants and reimbursement budgeting, billing, reporting, revisions, and file maintenance. Responsibilities include account reconciliation and support of payable, receivable and payroll functions.

Major Responsibilities

1. Government and Philanthropic Grants – under the supervision of the Grants Financial Manager
 - a. Develop budgets for grant applications
 - b. Assist finance staff with coding of grant expenses and receipts
 - c. Ensure that only allowable costs are charged to grants
 - d. Work closely with the Payroll Manager to ensure that personnel costs are distributed to correct program and grant source codes
 - e. Initiate changes needed to facilitate the most efficient use of available grant funding
 - f. Monitor grant timelines to ensure that deadlines are met
 - g. Monitor sub-contractor aspects of grants
 - h. Ensure compliance with contract financial requirements
 - i. Expedite the receipt of grant funds
 - j. Reconcile grants revenue and expenditure accounts with source, program, and general ledger codes
 - k. Submit financial reports, billings, and budget revisions
 - l. Provide regular input to the grants application process to ensure that budgeted expenses are funded to the greatest degree feasible
 - m. As assigned, coordinate grant financial monitoring activities: meet with monitors; work with finance staff to provide requested documentation and information; work with Chief Financial Officer to prepare appropriate responses to financial findings; communicate findings to appropriate staff and initiate needed process changes
 - n. Attend workshops and training seminars to stay informed of changes and relay information to appropriate staff to ensure that procedures comply with requirements
 - o. Support the preparation of necessary grant related schedules for the annual external financial audit
 - p. Support the preparation and maintenance of the "Sources and Uses" document to facilitate the identification of budget lines which need funding. The document is prepared when the new annual budget is approved and revised as new sources of funding are obtained
 - q. Support the necessary calculations for program grant revenue budgets
 - r. Communicate grant information to management in a regular and informative manner
 - s. Work with other staff to ensure new grant contracts are reviewed and grant reporting, special conditions and other specific information needs are communicated to appropriate staff
2. Governmental Reimbursements
 - a. Communicate with relevant program staff and ensure timely recording of accounts receivable related to government reimbursement contracts
 - b. Communicate with government agency staff to ensure timely receipt of payment related to contract obligations

- c. Manage the files associated with government reimbursement contracts
- d. Ensure compliance with contract financial requirements
- e. Submit required financial reports
- f. Attend workshops and training seminars to stay informed of changes and relay information to appropriate staff to ensure that procedures comply with requirements
- g. Support the necessary calculations for program reimbursement revenue
- 3. Reconcile general ledger accounts as assigned
- 4. Support accounts payable document posting as needed to expedite month end closing
- 5. Support receipt document posting as needed to expedite month end closing
- 6. Support payroll processing as needed to expedite month end closing
- 7. Provide support for assigned finance and accounting functions in the absence of other staff members.
- 8. Other duties as assigned.

General Requirements

- 1. Adheres to the organization's Confidentiality Policy and works within the Agency Mission and Statement of Values.
- 2. Complies with the organization's Standards of Conduct.
- 3. Communicates effectively.
- 4. Handles confidential information and has the ability to interact tactfully with employees at all levels concerning sensitive issues.
- 5. Responds appropriately to the cultural differences present among the organization's service population and staff. Sensitive to various ethnic and social backgrounds, beliefs and values
- 6. Attends all required meetings.
- 7. Completes all requisite paperwork.
- 8. Able to lift file boxes, bend and stoop to access files.
- 9. Works as a team member, providing support as well as constructive feedback in interpersonal interactions.
- 10. Completes other duties as assigned.
- 11. Fulfills the essential functions of the position

Knowledge, Skills and Abilities

- Demonstrates appropriate skill level and capability in the operation of computers and general office software programs, including word-processing, spread-sheet, and database software, as required in your department.
- Pays careful attention to detail; works with accuracy and maintains neat, well-organized records.
- Works cooperatively with external partners and constituencies.
- Maintains flexibility; working with frequent interruptions and multiple and changing priorities.
- Demonstrates conviction about the capacity of people to grow and change.

Qualifications

- 1. Degree in accounting or equivalent experience in a related position.
- 2. Knowledge of governmental and philanthropic grant programs with relevant job experience.
- 3. Good working knowledge of accounting software capabilities. Knowledge of Sage-MIP Fund Accounting software preferred.
- 4. Strong organization and problem solving skills.
- 5. Ability to take initiative in addressing issues that need improvement.
- 6. Ability to work unsupervised with effective communication
- 7. Ability to effectively manage multiple priorities.

This job description is not intended to be all-inclusive. LIFT Alliance reserves the right to revise or change duties as the need arises. This job description does not constitute a written or implied contract of employment.

I have read and understand this Job Description.

Employee Signature

Date

Supervisor Signature

Date

Wendie H. Abramson, LMSW
wendieabramson@yahoo.com, (512) 496-8511 (cell)

Education:

- ♦ Master of Science in Social Work, University of Texas at Austin, August 1995
- ♦ Bachelor of Arts in Psychology, University of Texas at Austin, May 1989

Professional Experience:

SafePlace

Chief Program Officer, 2009 - Present

- Serve as lead on governmental grants, service reporting, and liaison with grant monitors for those that cut across agency departments. Reviews grant opportunities, matching opportunities with programs, and guiding program-related grants and reports to funders.
- Provides contract compliance oversight to assure ongoing compliance with agency grants/contract requirements, as well as management of the program components of grants/contracts.
- Hires, fires, supervises and evaluates Program Directors, Deaf Services staff and Information Management staff as directed by the Executive Director.
- Plans, develops, implements and maintains the Deaf Services program. This includes planning, directing, and ensuring efficient services, evaluating and changing (as needed) the program/department to be responsive to community and agency needs.
- Oversees development of Information Management protocols for maintenance and support of the agency's information data systems, particular as related to financial and programmatic compliance. Supports intra-agency communication between programs and the Information Management department.
- Reviews and recommends for approval interagency agreements, contracts, MOUs, letters of support and other forms of terms that bind the organization and/or create liability. Supervises contractual and cooperative working agreements with collaborating agencies, as necessary.
- Provides written public comment and/or garners others involvement for public hearings for governmental or other entities seeking public input.
- Works with Board of Directors, and with specific Board Committees as assigned by the Executive Director.
- Works as a member of the agency Management Team on administering the agency in the fulfillment of mission and fiduciary responsibilities.
- Researches emerging issues, trends, programs and special projects as directed by the Executive Director.

SafePlace

Director of Disability and Deaf Services, 1998 – 2012

- ♦ Provide program management including planning, directing, and ensuring efficient services, evaluating and changing (as needed) the program to be responsive to community needs.
- ♦ Supervise program staff including hiring, training, supervising, co-supervising, and evaluating staff.
- ♦ Develop and implement anti-violence training programs designed for persons with disabilities, persons who are Deaf, family members, and professionals.
- ♦ Coordinate Advisory Committee, including recruiting members, setting agendas, and facilitating meetings.
- ♦ Market the program and ensure the program receives recognition in local and nationwide disability, sexual assault and domestic violence fields. Provide technical assistance to other agencies.
- ♦ Work on securing new and renewal funding and program reporting functions (outputs and outcomes).
- ♦ Assist agency in maintaining full accessibility to all persons with disabilities.
- ♦ Serve as liaison for local, state, or national advisory committees, coalitions, or task forces.
- ♦ Maintain national resource library, select and purchase inventory, publicize, and manage checkout system.

United Cerebral Palsy Association of the Capitol Area, Inc.

ACCESS Program Coordinator/Director, April, 1993 – July, 1998

- ♦ Oversaw direct service program activities.
- ♦ Hired, trained, supervised, and evaluated performance of staff, interns, VISTAs, and volunteers.
- ♦ Prepared programmatic performance reports for multiple funding streams.
- ♦ Prepared grant proposals and submitted contract and grant renewal applications.
- ♦ Provided back-up services such as case management, advocacy, group services, service initiation/termination.
- ♦ Solicited in-kind donations for technology lending library.
- ♦ Provided information and referral services to community members and professionals.
- ♦ Served as agency representative for local advisory groups.

Jewish Family Service

MSSW Intern, January – August, 1995

- ♦ Provided intake, assessment profiles, short-term counseling, case management, & crisis intervention services.
- ♦ Developed, implemented, and analyzed results of a Caregivers Needs Assessment.
- ♦ Coordinated a social services fair targeting persons with disabilities, older adults, and families.
- ♦ Provide sensitivity training on disability issues to preschool children.

Holt, Rinehart, and Winston

Writer/Editor, February – July, 1995

- ♦ Created original lesson plans for curriculum textbooks focusing on inclusion of students with disabilities.

United Cerebral Palsy Association of the Capitol Area, Inc.

Supported Living Specialist, June, 1992 – April, 1993

- ♦ Provided comprehensive case management services to adults with disabilities.
- ♦ Assisted individuals in moving from segregated environments into their own home in the community.
- ♦ Facilitated the development of natural support systems.

Texas Department of Health

Statistical Clerk, May 1990 – May, 1992

- ♦ Provided administrative, clerical support, and data entry capabilities.
- ♦ Prepared monthly departmental reports and served as liaison to regional monitors

Travis County Juvenile Court

Community Services Restitution Program Data Collector, November, 1991 – May, 1992

- ♦ Interviewed post-mediation juvenile offenders and post-mediation crime victims.
- ♦ Collected data for research study on satisfaction of mediation within the juvenile justice system.

Austin Drug and Alcohol Abuse Program

Adolescent Counselor/Office Manager, July, 1989 – February, 1990

- ♦ Provided individual counseling to children, adolescents, and adults.
- ♦ Co-facilitated adolescent 12-step substance abuse treatment and family therapy group meetings.
- ♦ Maintained client files and accounting records including accounts payable and receivable ledgers.
- ♦ Prepared insurance billings

Texas School for the Blind and Visually Impaired

Houseparent, 1989; Relief Houseparent, August, 1989 – August, 1994

- ♦ Provided habilitation training to children and adolescents with disabilities and coordinated activities.

COMMUNITY INVOLVEMENT

Adult Protective Services – Special Task Unit, 2008

Advocate Web, Advisory Council member and Coordinator of Disability Resources, 2001 - 2004

Allies to Abuse Survivors with Disabilities, Texas Council on Family Violence Allied Group, 2007-2011

Austin Mayor's Committee for People with Disabilities Employment Awards Program Judge, 2012

Center for Disease Control, National Sexual Violence Prevention Conference Planning Committee, 2003

Deaf Abused Women and Children Advocacy Services, Board member and Vice-Chair, 2002 - 2006

Disability Committee for Reauthorization of VAWA, co-convenor, 2009-2011

National Center for Victims of Crime, National Conference Education Committee member, 2011

National Clearinghouse on Abuse in Later Life, Advisory Committee member, 2003 – 2008

National Sexual Assault Conference Advisory Committee, 2010 and 2013

Runaway Hotline, hotline volunteer, 1990 –1992

Texas Council on Family Violence, annual conference presentation proposal reviewer, 2004 – 2006

Texas Planning Council for Developmental Disabilities, proposal review panelist, July, 1997

United Cerebral Palsy Association/Capital Area, volunteer for various fundraising events, 1992 – 1999

United Way, judge for 1997 Community Service Award

VSArts of Texas, Board Member, 2001 - 2003

OTHER SKILLS:

American Sign Language, Microsoft Word, Excel, Power Point, and Outlook

PUBLICATIONS

- Abramson, W. (2001). "Crime Victims with Disabilities." Victim Services Manual. Texas Department of Criminal Justice.
- Abramson, W. (Fall 2009). "A Model for Promoting Violence-Free Relationships for Persons with Disabilities." In Family & Intimate Partner Violence Quarterly, Vol 2, No. 2.
- Abramson, W. (March/April 2002). "A Model for Promoting Violence-Free Relationships for Persons with Disabilities." In Victimization of the Elderly and Disabled – Preventing Abuse, Mistreatment and Neglect, Vol 4, No 6.
- Abramson, W., Emanuel, E.J., Gaylord, V. & Hayden. (Eds.). Impact: Feature Issue on Violence Against Women with Developmental or Other Disabilities, 13(3). Minneapolis University of Minnesota, Institute on Community Integration.
- Abramson, W. & Mastroleo, C. (2001). Kid&TeenSAFE: An Abuse Prevention Program for Youth with Disabilities. Published by National Resource Center on Domestic Violence.
- Abramson, W. & Schwartz, M.S. (2004). "Building Bridges with Disability Advocacy Agencies." In Wisconsin Coalition Against Domestic Violence newsletter, Volume 23, Issue 2.
- Abramson, W., Schwartz, M.S., Kamper, H. (2004). "Building Bridges with Disability Advocacy Agencies." In Reshape – The Newsletter of the Sexual Assault Coalition Resource Sharing Project.
- Abramson, W. & Wisseman, K. (2000). *Stop the Violence Break the Silence – Educational Support Group for People with Disabilities who have Experienced Domestic or Caregiver Violence*. Austin, TX: Disability Services ASAP (A Safety Awareness Program) of SafePlace.
- Cameron, L. A. & Abramson, W. H. (July/August 2002). "Unique Shelter Program Works to Reduce Violence Against and Exploitation of People with Disabilities." In Victimization of the Elderly and Disabled – Preventing Abuse, Mistreatment and Neglect, Vol 5, No 2.
- Hughes, C. (2003). *Stop the Violence, Break the Silence training guide. Building bridges between domestic violence and sexual assault agencies, disability service agencies, people with disabilities, families and caregivers*. Abramson, W.H. (Ed.) Austin, TX: Disability Services ASAP (A Safety Awareness Program) of SafePlace.
- King Akers, D. (2005). *Balancing the Power: Creating a Crisis Center Accessible to People with Disabilities*. Abramson, W. H. & Schwartz, M. (Eds.) Austin, TX: Disability Services ASAP (A Safety Awareness Program) of SafePlace.
- King Akers, D., Schwartz, M. & Abramson, W. H. (2007). *Beyond Labels – Working with Abuse Survivors with Mental Illness Symptoms and Substance Abuse Issues*. Austin, TX: Disability Services ASAP (A Safety Awareness Program) of SafePlace
- Mastroleo, C. & Abramson, W. H. (February, 2002). "Safety of Your Child with a Disability." In Exceptional Parent Magazine, Vol 32, Issue 2.
- Robbi, N. & Mastroleo, C. ((2005). *Responding to Violent Crimes Against Persons with Disabilities*. Abramson, W. H. (Ed.) Austin, TX: Disability Services ASAP (A Safety Awareness Program) of SafePlace

SafePlace
INFORMATION SYSTEMS DATABASE MANAGER
December, 2013

Department: Information Systems
Reports to: Chief Program Officer (CPO)
FLSA Status: Exempt
Approved by: Chief Program Officer (CPO)

Major Responsibilities

The Information Systems Database Manager supports the organization's mission and goals through the design, development, administration, maintenance and assurance of ongoing integrity of agency direct and indirect service data (clients, education/training, and volunteers). This includes mapping and assessment of agency-wide data collection, coordination, and retention processes. It is critical that the Information Systems Database Manager understand the vast array of services offered to agency clients and the community. The Information Systems Database Manager supervises and guides the work of Information Systems staff and/or volunteers.

1. Ensures that the database provides information for agency wide planning and evaluative purposes; systems are interactive/compatible with existing systems required by funding; upgrades and modifications to meet their reporting requirements; systems and information can be navigated, searched, retrieved and analyzed for its primary intended purpose(s); and the system design is user-friendly and flexible and supports practices and procedures on how the information is gathered and protected with privacy standards.
2. Responsible for design and database development, form creation and programming, and other areas of need.
3. Oversight of and responsible for producing and submitting all contract compliance funding reports required by funders on a timely basis. Ensures that information collected and reported is accurate, consistent, complete and timely to specified terms. Attention to detail is critical.
4. Runs end-of-month quality assurance checks to ensure accuracy of reportable data to funders.
5. Provides training, education, and technical support to direct and non-direct service departments for utilizing the agency database & running reports.
6. Maintains professional relationships and exceptional customer service to direct and non-direct service programs. Strategizes with data leads, supervisors and or departmental teams to proactively create data solutions to support department program management and reporting functions to governmental and philanthropic funders.
7. Finds and corrects discrepancies that arise with tracking data to ensure integrity of data. Advises and problem solves (as necessary) with supervisors and/or department data leads about ongoing problems with utilizing the agency database.
8. Ensures the effectiveness and compatibility of data export and interface of the information system with other databases used by the agency.
9. Supervises Information Systems staff and/or volunteers, including hiring, supervising, evaluating, developing and training, and terminating employees (with consultation from CPO and/or Human Resources).
10. In conjunction with CPO, engages in the strategic planning of information systems for the agency in the areas of database development, data management, quality assurance, etc.
11. In conjunction with the CPO, provides recommended work prioritization and production schedule for IS department.
12. Provides CPO with regular administrative and operational reports on the utilization of the ODM and information systems needs of the agency.
13. Works with outside vendors (database designer) to ensure the system is structurally responsive to meet collection, tracking and reporting needs.
14. Serves as the Custodian of Record for various administrative functions (i.e., court ordered subpoenas, CPS requests, client records requests, etc.).
15. Coordinates with the Information Technology Manager to ensure the agency's network systems are capable of supporting system infrastructure.
16. Responsible for the routine generation of client, service, operational, and program reports to designated agency staff for program planning/management, evaluative and public relations purposes.
17. Participates in regular grants meetings to review new/renewal contractual performance requirements.
18. Maintains backup data and documentation of processes to support governmental and private grant reporting requirements and documentation of those performance reports in agency's official governmental grant file.

19. Performs other duties as required.

Knowledge, Skills and Abilities

1. Demonstrates appropriate skill level and capability in the operation of computers and general office software programs, including word-processing, spread-sheet, and database software, as required in the department.
2. Pays careful attention to detail; works with accuracy and maintain neat, well-organized records
3. Commitment to data integrity, confidentiality and meeting deadlines.
4. Works cooperatively with external partners and constituencies.
5. Maintains flexibility; working with frequent interruptions and multiple and changing priorities
6. Effectively organizes work to meet frequent and/or multiple deadlines, handle multiple tasks simultaneously, and manage conflicting priorities and demands.
7. Demonstrates conviction about the capacity of people to grow and change.

Knowledge, Skills and Abilities

1. Demonstrates appropriate skill level and capability in the operation of computers and general office software programs, including word-processing, spread-sheet, and database software, as required in your department.
2. Pays careful attention to detail; works with accuracy and maintain neat, well-organized records.
3. Works cooperatively with external partners and constituencies.
4. Maintains flexibility; working with frequent interruptions and multiple and changing priorities.
5. Demonstrates conviction about the capacity of people to grow and change.
6. Background in providing exceptional customer service and technical support to a broad range of audiences.
7. Ability to produce accurate, understandable, and timely communications and technical documentation to sustain the department.

Qualifications

1. Bachelor's Degree or Associates Degree in Information Systems or related field.
2. Requires at least two years supervisory experience.
3. Two years of work experience in database management support and development required.
4. Knowledge of and experience with SQL and relational databases required.
5. Demonstrated knowledge of building queries in MySQL and basic JavaScript strongly preferred with appropriate certifications.
6. Excellent computer skills using Microsoft Office Suite, with demonstrated proficiency in Excel and Access is required.
7. Ability to communicate effectively verbally and in writing with both technical staff as well as non-technical staff members required.
8. Prefer experience with CTK/ODM, specifically Master Level certification.
9. Prefer two or more years of experience working for health and human service organizations and/or in the nonprofit field and reporting to governmental and/or philanthropic funders.
10. Demonstrated commitment to data integrity, confidentiality and meeting deadlines.

This job description is not intended to be all-inclusive. SafePlace reserves the right to revise or change duties as the need arises. This job description does not constitute a written or implied contract of employment.

I have read and understand this Job Description.

Employee Signature

Date

Supervisor Signature

Date

Hunter S. Graham

8509 N Capitol of Texas Hwy Apt 3019 Austin, TX 78759
huntersgraham@gmail.com ~ (646) 427-2788

OBJECTIVE: I am looking for a position in which I can utilize my database development skills to help strengthen a non-profit organization.

SKILLS

- Able to design and maintain data and objects for many database platforms
- Able to create reports using different reporting platforms (Crystal Reports, Business Objects, Excel export)
- Able to write SQL queries
- Strong MS Office skills – Excel, Access, Word
- Extremely organized with strong communication and interpersonal skills

EXPERIENCE

SafePlace Austin

Information Systems Database Manager – July 2013 – present

- Responsible for maintaining client database (ODM - Online Data Manager software by Community TechKnowledge)
- Produce data for most government and some philanthropic grant reports and applications
- Support staff use of ODM
- Documentation of all systems used in the department
- Help develop policy for Information Systems department surrounding security, data management, and requests for information

SafePlace Austin

Database Coordinator – February 2013 – July 2013

- Responsible for maintaining Raiser's Edge donor database
- Creating reports for development department to track financial progress
- Train staff on database best practices
- Add objects and rules to database to meet the needs of the organization

Memorial Assistance Ministries

Database Manager – July 2011 – present

- Responsible for all aspects of the Efforts to Outcomes (ETO) database
- Design workflows for data entry
- Design and create all database objects
- Train and support all staff members using the database software
- Create queries and reports to get meaningful information out of the database

Memorial Assistance Ministries

English Language Program Manager – April 2010 – November 2012

- Administrating and setting policy for an ESL program with 200+ students
- Teaching and substituting 6 ESL class levels
- Writing and updating curricula for 6 ESL class levels
- Coordinating more than 40 ESL teachers, assistants, and tutors

Cynewulf, Inc.

President / Consultant – March 2007 to December 2009

- Web design firm
- Creating websites and applications for individuals and small businesses
- Design, create, and maintain MS SQL 2000/2005/2008 databases

eMazzanti

Network Engineer & SharePoint Administrator – May to August 2007

- Installation and maintenance of firewalls and network security
- Primary contact for all client technical support queries (help desk)
- Creation of written documentation for all hardware/software installations

PennComp

Software Developer – August 2004 to December 2005

- Creation of websites, intranet/document management sites, maintain SQL 2000/2005 databases
- Provide customer support and trouble-shooting for clients
- Work with clients gathering specifications

EDUCATION

- Houston Community College
Associate of Arts – History
Degree Conferred May 2006
- Tulane University
Fall 1999 – spring 2003

Crystal E. Arnsperger

2450 Ashdale Dr. Apt. 117
Austin, TX 78757
713-857-3298
crystal.arnspiger@gmail.com

EDUCATION

Master of Science in Information Studies, University of Texas at Austin
Bachelor of Arts in English, University of Texas at Austin
Bachelor of Arts in Studio Art, University of Texas at Austin

EXPERIENCE

SafePlace, November 2013 – present
Information Systems Specialist

- Maintain the agency's client records database.
- Provide programming and database design support.
- Generate client services documentation and specialized reports.
- Meet the database needs of the direct services staff and agency at large.

Caritas of Austin, March 2012 – November 2013
Case Aide (Data Support)

- Created an Access Database to improve the efficiency and accuracy of data tracking and reporting.
- Pulled and compiled data for the Employment Program Manager's use in reports and in grant writing.
- Trained Employment Specialists in the use of the program's three databases, Service Point, the RDC, and the Access Database in both group and individual sessions.
- Assisted with file preparation and reviews, including preparation for audits.

American Cancer Society, May 2011 – October 2011
Cancer Information Specialist

- Found appropriate resources and information for patients, families, and public who call the National Cancer Information Center using the Society's databases.
- Screened and registered callers for appropriate Society programs.
- Tracked caller demographics and call content using Seibel.

Austin Public Library, May 2008 – May 2011
Administrative Associate

- Tracked items, processed hold requests, and updated customer accounts using the Workflows database.
- Processed and weeded periodicals according to guidelines and retention schedules.
- Assisted customers with library resources, reference questions, and computer accounts using the FindIt Catalog and Workflows.
- Received an "Above and Beyond" Award for contributions during renovations.

SKILLS and MEMBERSHIPS

- Excellent computer skills.
- Experience with Excel, Access, and various employer-specific databases.
- Graduate coursework involving information organization and relational database design.
- Excellent written and verbal communication skills.
- Familiar with XML and HTML.
- Received an "A" on the Software Programmer Aptitude Test at the University of Texas at Austin.
- Member of the Association for Information Science and Technology (ASIS&T).

Attachment D: Healthy Service Environment Policies

Travis County Domestic Violence and Sexual Assault Survival Center, d/b/a SafePlace

Workplace Policies

Excerpted from the SafePlace Personnel Policy Manual

1. Drug-Free Workplace
2. Smoke-Free Workplace
3. Health and Wellness
4. Domestic Violence and Sexual Abuse in the Workplace

DRUG-FREE WORKPLACE

SafePlace is committed to protecting the safety, health and well-being of all employees and individuals in our workplace. We comply with the Federal Drug-Free Workplace Act, which prohibits the use of illegal drugs or intoxicants and alcohol at the workplace, including the sale, manufacture, distribution, purchase, dispensing, possession, or use of drugs or controlled substances. This policy includes all SafePlace facilities, vehicles, lockers, workspaces, and parking lots and covers all staff, volunteers, clients, or contractors. These activities are subject to disciplinary action, up to and including immediate termination.

Prescription and over-the-counter drugs are not prohibited when taken in standard dosage and/or according to a physician's prescription. Any employee taking prescribed or over-the-counter medications will be responsible for consulting the prescribing physician and/or pharmacist to ascertain whether the medication may interfere with safe performance of their job. If the use of a medication could compromise the safety of the employee, co-workers, clients, or volunteers, it is the responsibility of the employee to use the appropriate personnel procedures (e.g., call in sick, use leave, request change of duty, notify Supervisor, etc.) to avoid unsafe workplace practices.

The illegal or unauthorized use of prescription drugs is prohibited. It is a violation of our drug-free workplace policy to intentionally misuse and/or abuse prescription medications. Appropriate disciplinary action will be taken if job performance deterioration and/or other accidents occur.

SafePlace reserves the right to require drug testing for cause. Any employee suspected of drug use will be drug tested.

SafePlace recognizes that drug and alcohol abuse is a serious medical problem and wishes to assist you if you have a problem with illegal drugs or alcohol that may interfere with your ability to perform your job in a satisfactory manner. If you believe you have a drug or alcohol problem you are strongly encouraged to be pro-active to resolve the problem and maintain a recovery program. SafePlace will make every reasonable accommodation to assist you while in a medically-directed recovery program. Treatment for alcoholism and/or other drug use disorders may be covered by the employee benefits plan. However, the ultimate financial responsibility for recommended treatment belongs to the employee. Any request for accommodation will need a medical release and information from your doctor and may require certification of entry into a recovery program. With advance notice to your immediate Supervisor and the Human Resources Director, accrued sick time and vacation may be used. Following the use of such accruals, the remainder of any approved leave will be unpaid (see Administrative Leave). All information pertinent to a violation of this policy and subsequent treatment is confidential information. Access to this information is limited to those who have a legitimate need to know in compliance with relevant laws and management policies.

Following a violation of the drug-free workplace policy, an employee may be offered an opportunity to participate in rehabilitation. In such cases, the employee must sign and abide by the terms set forth in a Return-to-Work Agreement as a condition of continued employment. An employee required to enter rehabilitation that fails to successfully complete it and/or repeatedly violates the policy will be terminated from employment. Nothing in this policy prohibits the employee from being disciplined or discharged for other violations and/or performance problems.

If you are "under the influence" of illegal drugs or alcohol while at work you will be subject to disciplinary action, up to and including immediate termination.

Any employee who is convicted of a criminal drug violation in the workplace must notify the Human Resources Director in writing within five calendar days of the conviction. SafePlace will take appropriate action within 30 days of notification. Federal contracting agencies will be notified when appropriate.

approved -
JL Spann
Executive Director

SMOKE-FREE WORKPLACE (Board approved December 2003)

All SafePlace buildings are smoke-free facilities. Smoking is permitted in designated areas outside each building and may not occur within 15 feet of a building's entrance.

HEALTH AND WELLNESS

SafePlace recognizes the importance of a healthy work/life balance. We are dedicated to provide an environment conducive to promote the health and wellness of our staff. We provide an array of benefits and practices to encourage a strong work/life balance.

- Employee Assistance Program is available for mental health, legal, and financial support.
- Annual Leave accrual is included in our benefits, increasing with your length of service.
- Sick Leave is included in our benefits.
- Protected Time off is available for leaves associated with the birth or adoption of a child. These may be unpaid or paid with your leave balances. Please discuss with your Supervisor and the Human Resources Director
- Protected Time off is available when caring for yourself or a loved one during an illness. This may be unpaid or paid with your leave balances. Please discuss with your Supervisor and Human Resources Director. A doctor's statement may be required.
- Protected Time off is available for military families under certain circumstances. Please discuss with your Supervisor and Human Resources Director.
- Sick Bank Leave is available for staff that has chronic or catastrophic health crises. All other leave balances must be exhausted. Please discuss with the Human Resources Director.
- Daycare on-site may be available at the Child Development Center. Please contact the CDC Director for Spaces availability and cost.
- Flexible schedules may be available, including telecommuting or reduction of hours. Please discuss your needs with your Supervisor. As the clients are our first consideration, there are a few departments where flexible scheduling is not possible.
- The workplace is family friendly. If the primary care of a family member is your responsibility, you may be able to have that person come to work with you for a designated and planned period of time in addition to flexible work hours or telecommuting. Please discuss your needs with your Supervisor. As the clients are our first consideration, there are a few departments where having a family member with you would not be possible. Please discuss your needs with your Supervisor.
- Private areas are available for breastfeeding or the expressing of milk. Please consider the other participants in meetings and remove yourself should your child need to be fed or changed, or is disruptive. Caregiver's children are welcome in the workplace. However, accomplishing work goals, courtesy to other employees, full attention to clients, etc., will define the opportunity for children to come with their caregiver.
- Unpaid Leaves of Absence are available. Please discuss with your Supervisor and the Human Resources Director.
- There is a domestic and sexual violence response team to provide support and resources to employees experiencing violence in their home.
- Provide areas for wellness programs, such as yoga.

Approved.
J. Spann
Executive Director

PREVENTING ILLNESS IN OUR WORKPLACE

SafePlace will stay informed of health alerts from the CDC and other organizations and notify staff of precautions or regimens to follow if needed.

To prevent contagion, staff should always practice good sanitation in the form of thorough hand washing, and proper care when ill. In addition, staff should:

- Pay attention to new information.
- Wash or sanitize your hands regularly. Hourly is often recommended.
- Keep the work areas around you clean.
- If you become sick and have a fever, tell your Supervisor and do not come to work.

DOMESTIC VIOLENCE AND SEXUAL ABUSE IN THE WORKPLACE

(Board approved December 2003)

It is the policy of SafePlace to use early prevention strategies in order to avoid or minimize the occurrence and effect of domestic violence or sexual abuse in the workplace. SafePlace will provide available support and assistance to employees who are survivors of domestic violence or sexual abuse. This support may include: confidential means for coming forward for help, resource and referral information, and additional security in the workplace. As requested, written resource and referral information will be available in the primary languages spoken by employees. Other appropriate assistance will be provided based on individual need. In responses to domestic violence or sexual abuse, SafePlace will respect the confidentiality and autonomy of the survivor to direct her or his own life, to the fullest extent permitted by law.

Engaging in threatening, harassing and/or violent behavior on the SafePlace premises, during working hours, at employer-sponsored events or using SafePlace resources (telephones, faxes, email), is prohibited and will not be tolerated. SafePlace will take all necessary measures to ensure the workplace is safe from violence.

Survivors

SafePlace will provide support and assistance to employees who are survivors of domestic violence or sexual abuse. This support may include:

A confidential means for coming forward for help. As a survivor of domestic violence or sexual abuse, you can make your own choices about whom to go to for assistance. There is no requirement that you speak to your direct Supervisor, although you are encouraged to do so.

- Resource and referral information about seeking direct service help. It presents a conflict of interest for our staff to provide you with counseling or casework support. You can, however, talk to the Program Directors in those areas, and they can contact the counterparts in sister agencies to arrange services for you.
- Additional security at the workplace.
- Accommodate work schedule needs around court dates, medical or counseling needs.
- Workplace relocation within our means, if needed.

Approved
J. L. Spann
Executive Director

Aggressors

An employee charged with a crime under the family violence or sexual assault statutes must report that information immediately to the Executive Director, or designee. SafePlace will take all measures necessary to ensure the workplace is free from violence, and perpetrator accountability required by law is adhered to. This accountability may include:

- A written expectation for compliance with any and all court orders.
- Required participation in a Batterer's Intervention/Prevention Program.
- Disciplinary Action. Along with an education plan around issues of domestic violence or sexual assault that includes safety planning.
- Termination. The immediate termination of an employee is always at the discretion of the Executive Director, or designee.

Approved
JLHann
Executive Director

Section 0615
Connection to Self-Sufficiency Goals
and Life Continuum Categories

Select the primary Self-Sufficiency Goal and Life Continuum Category that your Application narrative will describe. If applicable, select any secondary Self-Sufficiency Goals and Life Continuum Categories included in your Application narrative.

For a detailed description of the Self-Sufficiency Goals and Life Continuum Categories, see Section 0500: Section 1 – Introduction.

<p>Select only one (1) of the following as the primary Self Sufficiency Goal your Application will address:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Safety Net Infrastructure <input type="checkbox"/> Transition Out of Poverty <input type="checkbox"/> Problem Prevention <input type="checkbox"/> Universal Support Services <input type="checkbox"/> Enrichment 	<p>Select only one (1) of the following Life Continuum Categories your application will address based on the primary goal selected:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Early Childhood <input type="checkbox"/> Youth <input checked="" type="checkbox"/> Adults and Families <input type="checkbox"/> Seniors & Persons with Disabilities
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If additional Self-Sufficiency Goals and Life Continuum Categories are addressed by this Application, please identify each goal in the table provided below:

<p>Self-Sufficiency Goals:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Safety Net Infrastructure <input checked="" type="checkbox"/> Transition Out of Poverty <input checked="" type="checkbox"/> Problem Prevention <input checked="" type="checkbox"/> Universal Support Services <input type="checkbox"/> Enrichment 	<p>Life Continuum Categories:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Early Childhood <input type="checkbox"/> Youth <input type="checkbox"/> Adults and Families <input type="checkbox"/> Seniors & Persons with Disabilities
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Section 0640

Program Performance Measures and Goals

OUTPUT MEASURES

Provide proposed goal amounts for your program in the City of Austin column, the All Other Funding Sources column and the TOTAL (City + All Other) column.

<u>OUTPUT # 1 (Required)</u>	<u>City of Austin</u> Annual Goal	<u>All Other Funding Sources</u> Annual Goal	<u>TOTAL</u> (City. + All Other) Annual Goal
Number of unduplicated clients served per 12-month contract period	664	1,736	2,400

<u>OUTPUT # 2 (Required)</u>	<u>City of Austin</u> Goal	<u>All Other Funding Sources</u> Goal	<u>TOTAL</u> (City + All Other) Goal
Number of unduplicated clients served during the initial 36-month contract period	1,605	4,195	5,800

<u>OUTPUT # 3 (Proposed)</u>	<u>City of Austin</u> Annual Goal	<u>All Other Funding Sources</u> Annual Goal	<u>TOTAL</u> (City + All Other) Annual Goal
Number of service hours per 12-month contract period	3,708	9,692	13,400

<u>OUTPUT # 4 (Proposed)</u>	<u>City of Austin</u> Annual Goal	<u>All Other Funding Sources</u> Annual Goal	<u>TOTAL</u> (City + All Other) Annual Goal
Number of shelter bed nights per 12-month contract period	9,408	24,592	34,000

Section 0640

Program Performance Measures and Goals

OUTCOME (RESULTS) MEASURES

Replace the blue text in the left column of this section with the actual wording of your measures' numerators, denominators, and outcome rates (by %). Also in the right column's shaded blocks, include the corresponding goal amounts and percentages for each line.

Total Program Performance – OUTCOME # 1 (Required)	Total Program Annual Goal
Number of clients who exit shelter and report leaving shelter to housing (a location that is safe and secure that does not include the batterer) (numerator)	765
Total number of clients who exit shelter (denominator)	900
Percentage of households that maintain housing or transition into housing (outcome rate)	85%

Total Program Performance – OUTCOME # 2 (Proposed)	Total Program Annual Goal
Number of adult clients who report that their sense of safety has increased (numerator)	425
Total number of adult clients completing an anonymous survey (denominator)	500
Percent of adult clients who report that their sense of safety increased (outcome rate)	85%

Total Program Performance – OUTCOME # 3 (Proposed)	Total Program Annual Goal
Number of adult counseling clients who report an increased ability to manage the effects of trauma (numerator)	180
Total number of adult counseling clients completing an anonymous survey (denominator)	200
Percentage of adult counseling clients who demonstrate an increased ability to manage the effects of trauma (outcome rate)	90%

(For additional Output or Outcome measures, copy and paste the blocks above and re-number accordingly)

Section 0645
Program Staff Positions and Time

List this program's position titles only (do not include staff names) and provide the corresponding number of Full Time Equivalent (FTE) positions which are assigned to this specific program.

List Program Staff by Title	Program Staff FTE's
Resident Advisor	6.25
Survivor Support Specialist	3.00
Shelter Counselor	1.00
Basic Needs Manager	1.00
Resident Advisor Program Manager	1.00
Food Services Coordinator	1.00
Clinic Support Staff	1.00
Survivor Support Manager	1.00
Phone Counselor	0.75
Counseling Services Manager	2.00
Counselor	9.00
Bilingual Counselor and Intake-Assessment Specialist	1.00
Deaf Services Counselor	0.50
Counseling Services Director	1.00
Children's Advocate	3.00
Male Mentor/Children's Advocate	1.00
Children's Services Director	1.00
Senior Director of Residential Services	0.45
Children's Activity Manager	1.00
Survivor Advocate	6.00
CPS Advocacy Coordinator	1.00
Survivor Advocacy Manager	1.00
Senior Director of Community Services	0.50
Chief Financial Officer	0.035
Grants Financial Manager	0.07
Payroll/Accounting Manager	0.035
Receivables/Payables/Purchasing Manager	0.035
Accounting Assistant	0.035
Accounting Coordinator	0.035
Chief Program Officer	0.07
Information Systems Database Manager	0.07
Information Specialist	0.07
TOTAL FTEs =	44.905

Section 0650 Program Budget and Narrative

Program Budget

Applicant must input all proposed budget line items per the applicable Life Continuum categories.

- **ALL LINE ITEM AMOUNTS MUST BE WHOLE DOLLARS ONLY.**
- The dollar amount requested in your Application's Program Budget and Narrative must reflect a twelve (12) month amount of funding.
- The dollar amount requested in your Application's Program Budget and Narrative must be budgeted under one or more of the Life Continuum categories (Early Childhood, Youth, Adults & Families, Seniors & Persons with Disabilities).
- The Personnel line item includes Salaries plus Benefits (combined).
- General Operating Expenses: Include for this line item all operating expenses which are NOT included in any other line item). Examples are any Travel/ Training/ Conferences WITHIN Travis County, Insurance/Bonding, Audit expenses, equipment costing \$5,000 or less, general office supplies, rent; utilities, telecommunications, postage, etc.
- Consultants/Contractuals: Applicants shall combine all proposed amounts into one line item, but shall provide separate details for each relevant item in the Program Subcontractors form. Only consultant/contractual expenses for direct client services are to be included here; other consultant/contractual services should be included in General Operating Expenses.
- Direct Assistance to Clients includes rent, mortgage, utilities, or transportation costs, etc.
- "Amount Funded by ALL OTHER Sources" is the balance of funding from all sources other than the City of Austin.
- "Total Budget" is the sum of all funding sources, which is the entire cost of the program.
- Calculate and check all subtotals and totals, including the percentages by funding source at the bottom, and ensure all line item amounts, subtotals, and totals are in WHOLE DOLLARS.

Section 0650
Program Budget and Narrative

Program's Line Item Budget	EARLY CHILDHOOD Amount	YOUTH Amount	ADULTS & FAMILIES Amount	SENIORS & PERSONS WITH DISABILITIES Amount	Amount Funded by ALL OTHER Sources	TOTAL Budget (ALL funding sources)
PERSONNEL						
1. Salaries plus Benefits			\$598,363		\$1,434,352	\$2,032,715
A. Subtotals: PERSONNEL			\$598,363		\$1,434,352	\$2,032,715
OPERATING EXPENSES						
2. General Operating Expenses			\$136,637		\$471,506	\$608,143
3. Consultants/ Contractuals						
4. Staff Travel - <u>Out of Travis County</u>						
5. Conferences/Seminars - <u>Out of Travis County</u>						
B. Subtotals: OPERATING EXPENSES			\$136,637		\$471,506	\$608,143
DIRECT ASSISTANCE for PROGRAM CLIENTS						
6. Food/Beverage for Clients			\$20,000		\$7,200	\$27,200
7. Financial Assistance for Clients			\$25,000		\$125,625	\$150,625
8. Other (<i>specify</i>)						
C. Subtotals: DIRECT ASSISTANCE			\$45,000		\$132,825	\$177,825
CAPITAL OUTLAY (with per Unit Cost <u>over \$5,000/unit</u>)						
9. Capital Outlay						
D. Subtotals: CAPITAL OUTLAY			0		0	0
TOTALS						
GRAND TOTALS (A + B + C + D)			\$780,000		\$2,038,683	\$2,818,683
PERCENT SHARE of Total for Funding Sources:	%	%	27.67%	%	72.33%	100%

Section 0650 Program Budget and Narrative

Program Subcontractors

SUBCONTRACTOR #1		
Name of Subcontractor	Not applicable	
Term of Subcontract (mm/dd/yyyy)	Start date:	End date:
Services to be Subcontracted		
Number of Clients to be Served (if applicable)		
Dollar Amounts by Funding Source:		
<u>CITY of AUSTIN amount</u> \$	<u>ALL OTHER Sources amount</u> \$	<u>TOTAL</u> \$

SUBCONTRACTOR #2		
Name of Subcontractor	Not applicable	
Term of Subcontract (mm/dd/yyyy)	Start date:	End date:
Services to be Subcontracted		
Number of Clients to be Served (if applicable)		
Dollar Amounts by Funding Source:		
<u>CITY of AUSTIN amount</u> \$	<u>ALL OTHER Sources amount</u> \$	<u>TOTAL</u> \$

SUBCONTRACTOR #3		
Name of Subcontractor	Not applicable	
Term of Subcontract (mm/dd/yyyy)	Start date:	End date:
Services to be Subcontracted		
Number of Clients to be Served (if applicable)		
Dollar Amounts by Funding Source:		
<u>CITY of AUSTIN amount</u> \$	<u>ALL OTHER Sources amount</u> \$	<u>TOTAL</u> \$

(If needed for additional subcontracts, copy blocks above to a new page and re-number them accordingly)

Section 0650

Program Budget and Narrative

Program Budget Narrative

Add details to describe the proposed City expenses from your Program Budget form.
 Explanations for the "Other Sources" line items are not required.

PERSONNEL	NARRATIVE/ Descriptions
1. Salaries and Benefits	Staff salaries plus fringe benefits proportionate to percent of City funded salaries. Fringe includes employer paid FICA, Health Insurance, Dental Insurance, Unemployment Insurance, Workers Compensation, Life, Short Term Disability, Vision Insurance and Retirement.
OPERATING EXPENSES	
2. General Operating Expenses	Janitorial, Building/Grounds Maintenance, Supplies/Repair Services; Office and Program Supplies; Postage; Printing/Copying; Telecommunications; Fiscal Audit; Utilities; Insurance; Security; Trash; Pest Control; etc.
3. Consultants/ Contractuals	Not Applicable
4. Staff Travel - <u>OUT of Travis County</u>	Not Applicable
5. Conferences/Seminars/ Training - <u>OUT of Travis County</u>	Not Applicable
DIRECT ASSISTANCE	
6. Food/Beverage for Clients	Shelter food and beverages.
7. Financial Assistance for Clients	Financial Assistance to clients for Housing, Hotel Shelter, Utility, Legal, Medical, Translation, Transportation, Food, Identification Assistance, Child Care, Education, Employment Assistance and other direct client assistance.
8. Other Direct Assistance (must specify)	Not Applicable
CAPITAL OUTLAY	
9. <u>Capital Outlay</u> (must specify)	Not Applicable

Section 0655 Program Funding Summary

In *last column*, insert the twelve (12) month funding amount for your proposed program into the corresponding cell. Next clearly list all of your other funding sources for this program, with their corresponding program periods and amounts. Also ensure that the Total Program Funding in the bottom right cell is calculated correctly.

Funding Sources	Grant/Contract Name	Funding Period Start (mm/dd/yyyy)	Funding Period End (mm/dd/yyyy)	Funding Amount
City of Austin	Social Services Contract	10/01/2015	09/30/2016	\$780,000
Travis County	Social Services Contract	01/01/2014	09/30/2014	\$184,964
Travis County	Travis County Crime Victims' Fund	01/01/2014	12/31/2014	\$30,666
City of Austin	Caritas Best Single Source Plus	10/01/2013	09/30/2014	\$68,000
State	TX Office of the Attorney General Sexual Assault Prevention and Crisis Services	09/01/2013	08/31/2014	\$77,633
State	TX Office of the Attorney General Other Victims Assistance Grant	09/01/2013	08/31/2014	\$17,470
State/Federal	TX Health and Human Services Commission Family Violence	09/01/2013	08/31/2014	\$153,718
Federal	TX Health and Human Services Commission Special Non Residential Project	09/01/2013	08/31/2014	\$1,285
Federal	TX Office of the Governor Victims of Crime Act	09/01/2013	08/31/2014	\$75,000
Federal	U. S. Department of Education – Region XIII	09/01/2013	08/15/2014	\$2,600
Federal	Emergency Shelter Grants Program – U.S. Department of Housing and Urban Development (HUD)	10/01/2013	09/30/2014	\$114,923
Federal	U.S. Emergency Food and Shelter Program	01/01/2014	12/31/2014	\$25,444

Section 0655
Program Funding Summary

Federal	U.S. Department of Housing and Urban Development Supportive Housing Program	10/01/2014	09/30/2015	\$147,746
Federal	The Salvation Army Passages Program (HUD)	06/01/2014	05/30/2015	\$66,750
Other	Foundations/Public Support	01/01/2014	12/31/2014	\$1,072,484
FUNDING AMOUNT TOTAL:				\$2,818,683

Section 0835: Non-Resident Bidder Provisions

Company Name Travis County Domestic Violence and Sexual Assault Survival Center
d/b/a SafePlace

- A. Bidder must answer the following questions in accordance with Vernon's Texas Statutes and Codes Annotated Government Code 2252.002, as amended:

Is the Bidder that is making and submitting this Bid a "Resident Bidder" or a "non-resident Bidder"?

Answer: Texas Resident Bidder

- (1) Texas Resident Bidder- A Bidder whose principle place of business is in Texas and includes a Contractor whose ultimate parent company or majority owner has its principal place of business in Texas.
(2) Nonresident Bidder- A Bidder who is not a Texas Resident Bidder.

- B. If the Bidder is a "Nonresident Bidder" does the state, in which the Nonresident Bidder's principal place of business is located, have a law requiring a Nonresident Bidder of that state to bid a certain amount or percentage under the Bid of a Resident Bidder of that state in order for the nonresident Bidder of that state to be awarded a Contract on such bid in said state?

Answer: N/A Which State: _____

- C. If the answer to Question B is "yes", then what amount or percentage must a Texas Resident Bidder bid under the bid price of a Resident Bidder of that state in order to be awarded a Contract on such bid in said state?

Answer: N/A